



<b>Position:</b>	Community Resources Navigator
<b>Department:</b>	Community Outreach and Operations
<b>Program:</b>	Volunteer Program
<b>Reports to:</b>	Community Outreach and Operations Manager
<b>Status:</b>	Volunteer, Unpaid
<b>Minimum requirement:</b>	4-6 months
<b>Weekly time commitment:</b>	4 hours/weekly
<b>Salary:</b>	Unpaid
<b>Probation:</b>	N/A

**JOB SUMMARY:**

The **Community Resources Navigator** position provides opportunities for individuals to use their commitment of time and talents to engage, empower and advocate towards achieving a more equitable society and foster an ever-improving quality of life for the LGBTQ community through supporting The LGBTQ Center of Long Beach in general operation and administrative tasks. *This position is located at 2017 E. 4th Street, Long Beach, CA.*

The Front Desk-Volunteer position is responsible for creating a welcoming atmosphere and environment of safety for all its clients and visitors. The position is administrative and customer-service oriented in nature – answering phones, greeting clients and visitors, and providing general administrative and customer service support to the overall scope of the facility’s reception and front desk area.

**Primary Duties and Responsibilities:**

- 1.) Commitment to the mission of The LGBTQ Center of Long Beach to engage, empower and advocate towards achieving a more equitable society and foster an ever-improving quality of life for the LGBTQ community through volunteerism;
- 2.) Demonstrate ability and willingness to work effectively with people of diverse races, ethnicities, ages, sexual orientation, socioeconomic backgrounds, and genders in a multicultural setting and learn about services available to the Long Beach community;
- 3.) Perform reception, clerical duties, and regular maintenance of the front desk and guest lobby area including but not limited too; answering phones, greeting and assisting visitors, organizing and maintaining community boards, check-in/out procedures for library and Cyber Center, courtesy calls for legal clinics, magazine literature or other informative materials displayed in the center;

**Desired Qualifications, Experience and Skills:**



- Comfortable engaging, communicating, and meeting new people in social situations with the public;
- Strives for exemplary customer service;
- Responsible, reliable, respectful and dependable;
- Bilingual English/Spanish and English/Khmer language skills are a plus.

Normal volunteer hours occur Monday through Saturday. Evening and weekend shifts are available. Additional volunteer opportunities are available in the following:

- Special Events/Projects
- Mentoring
- Outreach
- Group or Project Facilitators

Volunteers are not compensated for travel should they choose to volunteer at a special event, off-site.

The **LGBTQ Center of Long Beach** is an equal opportunity employer. Applications are encouraged from anyone regardless of their race, color, national origin, ancestry, sex, gender identity, marital status, religious creed, sexual orientation, or age.

**Please email volunteer application to:**

River Edgren: Coordinator of Community Resources & Volunteers

**Email: [redgren@centerlb.org](mailto:redgren@centerlb.org) | Phone: 565-485-4737 ext. 255**

**The LGBTQ Center of Long Beach**

**2017 E. 4<sup>th</sup> Street**

**Long Beach, CA 90814**

**Phone: 562-434-445 | Fax: 562-433-6428**