Position: Community Resources Navigator
Department: Community Outreach and Operations
Program: Volunteer Program
Reports to: Community Outreach and Operations Manager
Status: Volunteer, Unpaid
Minimum requirement: 4-6 months
Weekly time commitment: 4 hours/weekly
Salary: Unpaid
Probation: 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 to; 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 | Phone: 565-485-4737 ext. 255

The LGBTQ Center of Long Beach
2017 E. 4th Street
Long Beach, CA 90814
Phone: 562-434-445 | Fax: 562-433-6428