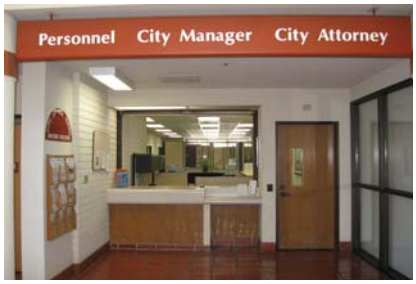
volunteersource
CONNECTING YOU WITH SAN MATEO CITY-WIDE OPPORTUNITIES

POSITION: Administrative Office Greeter

Purpose of Position:	Create a positive welcoming environment to receive guests and deliveries to City Hall's Administrative Office which includes staff in the City Manager's, City Attorney's and Human Resources' departments. Provide general office support to the administrative staff. When necessary, redirect visitors to proper departments for the services they seek.
Qualifications:	• Excellent communication skills • Customer friendly attitude; enjoys working with the public • Interested in learning about city government and its services • Able to maintain a consistent volunteer schedule • Can work independently • Professional phone manner • Some MS Office computers skills • Attention to details • Dependability
Responsibilities:	• Direct visitors to the proper person or service department at City Hall • Be alert to scheduled activities and meetings during shift • Show up on time and be consistent • Answer phones and greet guests to the office in a friendly and professional manner • Ensure that information is communicated to guests and staff effectively • Perform miscellaneous clerical functions as needed • Give supervisor sufficient notice if unable to make shift
Training:	• Orientation to City Hall/Admin Office and On-the-Job Training • Specific training information provided by department staff • Telephone and computer-based volunteer sign in/out system
Time Commitment:	2 hours per day, 1-2 shifts per week
Available Shifts:	Mondays - Fridays: 10:00am – 12:00noon or 12:00noon – 2:00pm or 2:00pm – 4:00pm
Length of Commitment:	Minimum of 6 months requested
Site/Station:	City Hall Administration Office/Front Counter Desk
Reports to:	Administrative Staff as identified and Citywide Volunteer Coordinator
Apply Online:	If you are interested in this volunteer assignment, visit www.cityofsanmateo.org/volunteer to apply online now!

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