

## Volunteer Greeter Position Description

### Office of Hospitality Services

Area: North Lobby Satellite Registration and P1 Lobby Satellite Registration,

Job Title: Greeter

Supervisor: TBD

Days/Times: Monday-Wednesday 7:00-11:00AM

#### Duties/Responsibilities:

- Partner with hospitality to monitor patient flow in Main Admissions and in Satellite Registration areas
- Greet all guests arriving to the Clinical Center with a smile and warm greeting.
- Upon arrival of guests, identify patients and greet patients and family members and ask them to check in.
- Verify if new patient or returning for inpatient admission. If either, use admission list to find patient name and confirm whether pre-registered or not.
- Direct patients to satellite or main admissions, according to guidelines and knowledge of patient flow.
- If patient being directed to Satellite Registration, instruct on proper sign-in procedures
- Assist patients with wheelchairs as needed
- Notify Admissions or Hospitality staff when wheelchair supply becomes low

#### Requirements:

- Fluent in English
- Excellent customer service skills
- Professional attire
- Respect patient confidentiality
- Remain calm at all times
- Manage multiple demands at once
- Proactively assess patient needs