

Title: San Bruno Greeter Program Volunteer
Location(s): 2574, 2629, and/or 2633 San Bruno Avenue
Host Name: Front Office Team Lead

SUMMARY OF VOLUNTEER POSITION:

The greeter is responsible for welcoming all patients, families, and visitors who enter the clinic. The greeter will assist with guest inquiries, directions, and initial questions regarding the facility or services. The position may require floating in between clinics.

ESSENTIAL FUNCTIONS:

- Greet patients and visitors and provide a positive first impression of NEMS.
- Verify location(s) of services for visitors.
- Provide non-medical translation services for patients.
- Answer questions or refer patients/visitors to appropriate resources within the clinic.
- Maintain the visitor log as appropriate.
- Keep the front entrance clear and unobstructed for patient and visitor drop off and pick up.
- Help obtain wheelchairs for patients and visitors who may have mobility constraints.
- Monitors the entrance and lobby for any safety and/or sanitary concerns, and promptly reports any issues to the appropriate person at each clinic location.
- Assist in clerical and/or administrative duties as appropriate.
- Uphold HIPAA guidelines and maintain confidentiality in all interactions.

PREFERRED QUALIFICATIONS:

- Experience serving customers and patients, preferably in the healthcare industry.
- Excellent interpersonal communication skills (verbal, written and listening).
- Experience in using computers, telephones, and office equipment.

LANGUAGE:

- Fluent reading, writing and speaking in English is required.
- Fluent speaking in Chinese (any dialect) is preferred.
- Ability to speak Vietnamese, Spanish or another language is an asset.

This is a volunteer position. I, the undersigned, acknowledge that I have read, understood, and accepted this position description and am able to perform these essential job functions without restrictions. I also understand that it may be modified from time to time.

Volunteer Print Name

Volunteer Signature

Date

If the volunteer is under 18 years of age, please also have your parent/guardian sign below:

Parent/Guardian Name

Parent/Guardian Signature

Date

Volunteer Coordinator Name

Volunteer Coordinator Signature

Date

NEMS Host Name

NEMS Host Title

NEMS Host Signature

Date