RAISING READERS IN STORY COUNTY

Welcome Desk Volunteer Job Description

Position Overview

Raising Readers in Story County (RRSC) is a nonprofit organization dedicated to supporting the language and literacy development of young children. RRSC provides literacy programs, caregiver guidance, and books to children and families in Story County. We rely on volunteers to help us deliver programs, distribute books, and support events.

Welcome Desk Volunteers help create a welcoming experience for everyone who visits RRSC's North Grand Mall location. As one of the first points of contact for visitors, Welcome Desk Volunteers greet guests, answer questions, assist prospective volunteers, and help maintain a safe, inclusive, and engaging environment.

Responsibilities

- Be the first point of contact for guests and prospective volunteers.
- Greet visitors and foster a welcoming, inclusive, and respectful environment for all.
- Promote RRSC programs, services, and upcoming events.
- Assist guests and prospective volunteers with questions and direct them to the appropriate RRSC staff member when needed.
- Update and maintain welcome desk documents, including visitor logs, book donation records, and other materials as assigned.
- Organize and maintain the welcome desk, lobby, and play space on a regular basis.
- Monitor the welcome desk and notify staff when assistance is needed.
- Follow RRSC policies and procedures, including confidentiality, safety, and infectious disease practices.
- Commit to a regular, recurring volunteer schedule and communicate schedule changes or absences as soon as possible.
- Complete assigned volunteer training and use RRSC resources to answer common visitor questions.
- Perform other duties as assigned by RRSC staff.

Maintenance and Safety Requirements

- Keep the welcome desk, surrounding area, and play space clean, organized, and free of unnecessary hazards.
- Follow RRSC's safety procedures and report hazards, injuries, damaged equipment, or other safety concerns to the appropriate staff member.

- Monitor the play space for obvious safety concerns and notify staff when an issue requires attention.
- Do not perform maintenance, repairs, or other tasks that require specialized training.
- Follow RRSC procedures for responding to emergencies and other safety concerns.
- Maintain appropriate boundaries with children and families and follow RRSC's child safety and supervision requirements.
- Be attentive to the space and step in when needed; caregivers are responsible for supervising their children.
- Protect confidential information encountered while volunteering and do not share visitor, family, volunteer, or organizational information outside of appropriate RRSC channels.
- Follow RRSC's infectious disease and health practices while volunteering.
- Report spills, broken fixtures, unsafe conditions, or other hazards to the appropriate RRSC staff member rather than attempting repairs independently.

Qualifications

- Must be at least 16 years of age.
- Must pass a background check.
- Friendly, welcoming, and comfortable interacting with people of different ages and backgrounds.
- Reliable and able to commit to a regular volunteer schedule.
- Able to communicate clearly and respectfully with visitors, volunteers, and RRSC staff.
- Comfortable answering basic questions and seeking assistance when an answer is unknown.
- Able to work independently while recognizing when staff assistance is needed.
- Able to follow RRSC policies, procedures, and safety expectations.
- Interest in supporting children, families, literacy, and the RRSC mission is encouraged.
- Previous customer service, reception, administrative, or volunteer experience is helpful but not required.

Time Commitment

- Commit to a regular, recurring volunteer schedule established with the Volunteer Coordinator.
- Arrive on time and be prepared to begin the assigned shift.
- Communicate planned absences or schedule changes to the Volunteer Coordinator as early as possible.
- Complete required orientation and training before or at the beginning of the volunteer assignment.
- Volunteer schedules may vary based on RRSC's operational and program needs.

Volunteer Expectations

- Represent RRSC in a friendly, professional, and respectful manner.
- Treat all visitors, families, children, volunteers, and staff with dignity and respect.
- Help create an environment where everyone feels welcome, included, and safe.
- Maintain appropriate boundaries when interacting with children and families.

- Follow RRSC's confidentiality, safety, child protection, infectious disease, and other applicable policies.
- Ask staff for assistance when a question or situation is outside the volunteer's role or training.
- Respect the roles and responsibilities of RRSC staff and other volunteers.
- Communicate promptly about scheduling concerns, safety issues, or other situations that may affect the volunteer's ability to fulfill their responsibilities.
- Use RRSC property, equipment, and resources responsibly.
- Provide feedback or suggestions to the Volunteer Coordinator that may improve the visitor experience.

Impact

Welcome Desk Volunteers help make RRSC a welcoming and accessible place for children, families, volunteers, and community members. By greeting visitors, answering questions, supporting prospective volunteers, maintaining an organized space, and connecting people with RRSC's programs and resources, Welcome Desk Volunteers help create positive first impressions and strengthen families' connections to literacy opportunities.

This role directly supports RRSC's mission by helping ensure that every person who walks through the door feels welcomed, respected, and connected to the resources and relationships RRSC provides.