

TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER
SCHOOL MEDICINE- VOLUNTEER SERVICES

Volunteers Placement Description: GREETER

Report To: Director of Volunteer Services

1. Consistently greets and visits with patients, visitors and staff as they enter the building.
2. Clearly gives appropriate directions and information to patients.
3. Efficiently utilizes the volunteer directory notebook and materials to locate physicians, staff, departments and clinic areas.
4. Appropriately locates and assists with wheelchairs. Will assist unloading patients from cars but **will not do valet parking.**
5. Efficiently escorts patients to their destinations: X-ray, labs, registration, financial screening, clinics. If volunteers work in pairs one greeter will stay at the desk to answer questions and assist visitors.
6. Consistently keep the reception desk area organized, cleaned and straightened.
7. Regularly stock and supply the front lobby with magazines from the volunteer office.
8. Efficiently run errands: securing or delivering schedules or special reports.
9. Consistently assists front desk personnel with assembling mailings, filings and stamping forms for wheelchairs and other projects as needed.
10. Efficiently utilizes telephone to contact clinics to verify appointments.
11. Regularly report to Volunteer Services Director areas that need additional assistance or supervision.