

Title: Front Desk and Volunteer Coordinator
FLSA Status: Non-exempt
Hours: Part-time (Tue- Sat, mandatory Saturdays)
Salary: \$ 28.05/hour
Reports to: Community Advocacy Programs Manager
Date: Open until filled



To Apply

- Please submit cover letter and resume via email to jobs@gaycity.org
 - Include answers to these supplemental questions:
 1. What does self-determination mean to you?
 2. What does advocacy look like to you?
 3. What skills do you bring that will help you in this role?
- Please use “**Front Desk and Volunteer Coordinator - *Your name***” in the subject line

Our Vision

Seattle's LGBTQ+ Center is the definitive hub for LGBTQ+ individuals seeking affirming and responsive resources, wellness, and community.

Our Mission

Seattle's LGBTQ+ Center cultivates access and connections to promote self-determination, liberation and joy in our communities.

Position Summary

The Front Desk and Volunteer Coordinator provides the first point of contact for community engaging with Seattle's LGBTQ+ Center. Supporting the care of the community by conducting resource referrals, supporting folks navigating crises, checking in folks for Health Clinic appointments, providing training and coordination of front desk volunteers and scheduling support for internal volunteers. This role focuses on the holistic wellbeing of our communities by answering inquiries and providing information to the general public, community members, and visitors in providing community services in a wide variety of areas, such as general reception, resource referrals, library services, volunteers and outreach programming.

Duties and Responsibilities

Front Desk Coordination (90%)

- Answer all incoming calls, direct callers to the appropriate parties, and schedule appointments as needed.

- Staff the front desk for all hours of Wellness Center operations - can be done through regularly scheduled volunteer shifts.
- Assist clients accessing the Health Clinic, providing them with the appropriate forms and answering any questions they have.
- Maintain client confidentiality.
- Assist community members in the use of library facilities, equipment, and services.
- Primary responsible party for maintaining the info@gaycity.org email inbox.
- Conduct light touch referrals; meaning emails or direction to our resource directories or a warm hand-off to other staff members or external partners

Volunteer Coordination (10%)

- Manage, train, and schedule front desk volunteers to ensure comprehensive front desk, resource, and library coverage during all times the Center is open
- Provide scheduling support for all other internal volunteers

Qualifications (required)

- A demonstrated commitment to [our mission, vision and values](#).
- Experience working with transgender/gender nonconforming (T/GNC), lesbian/gay/bisexual/queer (LGBQ) communities, youth communities, and their intersections.
- General knowledge of barriers that impact BIPOC, T/GNC, LGBQ, youth communities, and their intersections.
- Previous experience in de-escalation or a willingness to learn
- Experience with communities members in crisis
- Experience with systematically marginalized communities navigating homelessness and housing instability, economic instability, racism, homophobia, and transphobia.
- Excellent customer service skills
- Ability to prioritize given tasks and work efficiently towards completing them
- Working knowledge of Microsoft Suite (Word, Excel, PowerPoint) and Google Suite (Sheets, Docs, Drive)
- Familiar with common office equipment (printer, copier)
- Ability to speak, read, and write in English.
- Knowledge of and experience with best practices with public speaking, audience participant engagement, and change-making training methodologies.
- Familiarity and experience with Google Suite: Google Calendar, Drive, Docs, etc.

Qualifications (preferred)

- Bilingual (Spanish-English)

Benefits

- Full healthcare, dental, and optical coverage offered.
- Generous vacation, paid holidays, sick leave, and safe leave after successful completion of the 90-day introductory period.
- Seattle's LGBTQ+ Center recognizes the importance of saving for retirement and offers eligible employees a 401(k) plan with a 3% employer contribution.
- Free ORCA Pass