

# Volunteer Position Description

<b>Position Title:</b>	Surgery Center Front Desk Liaison
<b>Position Type:</b>	Non-patient Care or Service Personnel
<b>Facility:</b>	Edg
<b>Position Summary:</b>	
To act as liaison between families and surgery staff	
<b>Qualifications:</b>	
<ul style="list-style-type: none"><li>• Excellent communication skills and interpersonal skills</li><li>• Computer skills</li><li>• Ability to maintain confidentiality</li><li>• Ability to display and maintain a professional and courteous attitude</li><li>• Compassionate</li><li>• Must have good mobility to stand and walk family members to consultation room and/or walk to Pre/PACU to check with nurse on patient status</li><li>• Ability to problem solve with positive outcomes for guest and family</li><li>• Ability to defuse negative emotional situations</li><li>• Good listening and hearing skills</li></ul>	
<b>Duties &amp; Responsibilities:</b>	
<ul style="list-style-type: none"><li>• Greet everyone and make eye contact</li><li>• Service coffee machine</li><li>• Act as liaison and provide communication between staff/families</li><li>• Escort families to consultation rooms to meet with surgeon</li><li>• Explain role to families</li><li>• Give directions to various physician offices located in Northern Kentucky</li></ul>	
<b>Key Accountabilities:</b>	
<ul style="list-style-type: none"><li>• Maintains confidentiality</li><li>• Demonstrates excellent customer service skills based on WE CARE service guidelines</li><li>• Maintains regular weekly schedule</li><li>• Exhibit a professional, clean, neat appearance on duty</li><li>• Interacts tactfully, courteously and patiently with patients, guest and staff</li></ul>	
<b>Time Commitment:</b>	
<ul style="list-style-type: none"><li>• Monday through Friday 12:00pm – 4:00/4:30pm or 2:00pm – 4:00/4:30pm</li></ul>	
<b>Uniform:</b>	
<ul style="list-style-type: none"><li>• Standard Volunteer uniform</li></ul>	