HEALTH FIRST, INC.
Job Description

**Position Title:** Surgical Reception Volunteer  
**Job Code:** N/A

**Entity:** Health First/Viera Hospital

**Department:** Volunteer Services  
**Authorized by:** Joelle Boccabella, MVS

**Position of Report:** MSV  
**Date:** March 18, 2011

**POSITION SUMMARY**

To provide superior quality, value, and outstanding service by welcoming all surgical patients and family members to the Surgical Reception area and/or supporting the Surgical Services staff in the unit.

**PRIMARY ACCOUNTABILITIES**

1. Answers phone promptly.
2. Guides patients and visitors appropriately.
3. Welcomes all surgical patients and families to Surgical Reception.
4. Checks coffee area and restocks as needed.
5. Maintains cleanliness in Surgical Reception area, ensures it is free of obstacles and enlists support of Housekeeping as needed.
7. Familiar with wheelchair and cleaning procedures.
8. Provides unit-support as needed and works closely with Surgical Services staff to receive and complete assignments.
9. Performs clerical duties and other tasks as requested.

**QUALIFICATIONS REQUIRED**

**EDUCATION/GENERAL REQUIREMENTS:**

- Excellent customer relations skills.
- Reading and writing skills.
- Ability to work in a high stress public contact environment.
- Basic typing and computer skills.
● Ability to sit and/or stand for extended periods of time.

**PHYSICAL DEMANDS:**

● Must be able to sit and/or stand for up to 4 hours.
● Ability to push an occupied wheelchair.
● Ability to lift at least 10 pounds.

**MENTAL DEMANDS:**

● Ability to perform multiple tasks at the same time in a high stress environment.
● Ability to provide emotional support to patients and visitors.
● Ability to hear clearly in busy high volume area.
● Quick-paced, high focused tasks.

Reviewed 4/2016