



# LEBW Volunteer Program

## Hospitality Team Volunteer

Lions Eye Bank of Wisconsin is in search of local community members to join our volunteer team! We are looking for multiple people to help fill the role of a hospitality team member for our new facility, located at 5003 Tradewinds Parkway, Madison, WI 53718.

We anticipate heavy traffic of community partners, Lions clubs members, nonprofit organizations, donor families, transplant recipients and health care professionals. We are looking for friendly, productive people to help our nonprofit organization meet the needs of our community and staff the front desk of our new facility.

We are looking for 2 shifts per day and can accommodate with your schedule Monday-Friday, starting December 2018. Ideally: 9:30am-12:30pm and/or 12:30-3:30pm.

### Daily Tasks

- Greet all guests who arrive at the LEBW enthusiastically and warmly
- Have guest's sign in and out when they arrive and leave
- Offer waiting guests a refreshments
- Escort guests throughout the building as needed
- Answer telephones cheerfully and direct calls appropriately
- Bring in the daily mail from the mailbox
- Assist with general administrative tasks

### Help as needed:

- Assist in set up and clean up for meetings
- Assist with set up and clean up for in-house events
- Conduct building tours
- Assist with break room upkeep
- Assist with light clerical work (envelop stuffing, etc.)
- Assist with Marketing/Community promotional item inventory
- Assist with Marketing/Community promotional item check out

### Requirements:

- Punctual, reliable and committed to service
- Excellent customer service skills
- Treats donor family visitors with sensitivity and compassion
- Respects confidentiality and follows HIPAA regulation when handling confidential information
- Proactively assesses visitor needs and responds with hospitality and kindness
- Business Casual Attire

For more information, please contact Eden Brunson, Communications & Outreach Coordinator, at [ebunson@lebw.org](mailto:ebunson@lebw.org) or (877) 233-2354 ext. 275. Please follow our [Facebook](#), [Instagram](#), [Twitter](#), [Tumblr](#) and [LinkedIn](#) pages for updates on volunteer opportunities!