

## **JOHNSON MEMORIAL HOSPITAL JOB DESCRIPTION**

**POSITION:** Evening Hours Information Desk Volunteer (5:00 p.m.– 7:00 p.m.)

**SUPERVISOR:** Volunteer Coordinator

**DEPARTMENT:** Guest Services

**DEPARTMENT MISSION:** The mission of the Volunteer Services Department of Johnson Memorial Hospital is to serve everyone in our hospital and community with dignity, respect, and equality.

**PURPOSE:** To provide assistance, directions and/or escort guests and patients to desired area.

**JOB RESPONSIBILITIES:**

- Utilizes computer in locating patients, staff, and other information.
- Fulfill all requests for information in a professional and customer focused way.
- May on occasion transport patients in wheelchairs to designated point of service.
- Provides assistance to customers in Emergency Department, Lab, Admissions and Radiology waiting areas.
- Answer phone requests for information or services using proper JMH phone etiquette.
- Performs simple and routine clerical duties.
- Performs additional duties as requested.
- Support Building Excellence Standards.
- Conducts all activities in compliance with applicable laws, regulations, standards, Hospital policy and procedures including Blood and Body Substance Precautions.

**PERFORMANCE REQUIREMENTS:**

**KNOWLEDGE, SKILLS, AND ABILITIES:** Requires excellent communication and hospitality skills. Ability to handle confidential information in a professional manner. Ability to utilize computer program to access information.

**EQUIPMENT USED:** Computer, telephone, wheelchairs, carts.

**MENTAL DEMAND:** Ability to work calmly and effectively in stressful and emergency situations. Reading, confidentiality, problem solving, reasoning, verbal communication, customer contact.

**COMMUNICATIONS:** Exhibits excellent guest relations to patients, visitors, physicians and staff, shows courtesy, compassion and respect.

**PHYSICAL EFFORT:** Moderate physical effort, including walking, pushing, pulling, reaching, talking, hearing, seeing, sitting. Typical work day involves the following strength requirements: Medium work: exerting 20-50 pounds of force occasionally and/or 10-25 pounds of force frequently.

**WORKING CONDITIONS:** No exposure to blood/body fluids.

**EDUCATION, EXPERIENCE, AND TRAINING:** Life experiences are augmented with mandatory orientation, infection control and on-the-job training.

**POPULATION BEING SERVED BY POSITION:** Position deals with customers of all ages.

**APPROVED BY:**

\_\_\_\_\_  
Volunteer Coordinator

\_\_\_\_\_  
Date

*I have read and understand the responsibilities and requirements of my job description.*

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date