

## **Volunteer Ambassador Position**

### **Summary of Duties**

This is a patient and staff support position. This position is charged with helping staff provide quality and compassionate assistance to all newly admitted patients, families, visitors and guests in locating their respective services or departments at St. Mary's.

### **Reports to**

Supervisor, Patient Services

### **Hours**

Flexible; four-hour shifts between the hours of 8 a.m. to 4 p.m., Monday through Friday.

### **Knowledge**

An orientation program is provided to familiarize the volunteer to the Registration Desk and Information Area. The volunteer must know locations of various ancillary department and service areas of the hospital. The volunteer must have a general knowledge of safety, policies and procedures and must have strong customer service skills.

### **Dress Code**

All volunteers in this area are requested to wear a red blazer with white, black or khaki pants. Sport shoes or walking shoes are acceptable and encouraged. Ambassadors are required to maintain a neat, clean and well-groomed appearance consistent with St. Mary's Medical Center Volunteer Service's policy. Blue jeans are not acceptable. Volunteers will wear identification badges provided by St. Mary's Security Department.