

Client Services Reception



<u>Supervisor:</u>	Client Services Director		
<u>Job Site:</u>	HIV Alliance office		
<u>Duties & Responsibilities:</u>	Greet clients as they enter the building and answer basic questions about the agency. Answer the agency phone and forward calls to the appropriate extension.		
<u>Skills & Qualifications:</u>	<ul style="list-style-type: none"> • Friendly and outgoing • Comfortable discussing sex, drug use, and HIV/AIDS • A Multicultural sensitivity and awareness • Ability to multitask and work on multiple projects at the same time • Willingness to: <ul style="list-style-type: none"> ○ Work with marginalized, underserved populations ○ Work with People Who Inject Drugs ○ Work with individuals who trade sex for survival ○ Work with gay/bisexual men and other men who have sex with men ○ Work with individuals engaging in behavior considered to be high-risk for HIV ○ Work with individuals that are HIV positive • Negative TB test • Ability to pass agency criminal background check • Bilingual (Spanish/English) ability is preferred, but not required 		
<u>Benefits & skills developed:</u>	Experience working with diverse populations, customer services best practices, and learning to manage a multiline phone system.		
<u>Trainings Required:</u>	Volunteer Orientation (1.5 hours)	Level II General (5 hours)	
<u>Length of service:</u>	Minimum: 3 months	<u>Hours:</u>	Monday – Friday 9am – 5pm

For more information on this or other volunteer positions with HIV Alliance contact:
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 Volunteer Coordinator
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