



Church of God by Faith, Inc.

2409 Old Middleburg Road N. ~ Jacksonville, Florida 32210

Information Center Volunteer Ministry Job Description

Volunteer Job Title: Information Center Volunteer

Reports to: Cornell Hampton, National Volunteer Coordinator

Scheduled Shift: TBA

Job Location: General Assemblies/Conventions, Events and at the Discretion of the National COGBF Convention Coordinator.

General Description:

The ideal volunteer must have a friendly and easy-going personality while also being very perceptive and disciplined.

The Information Center Volunteer are required to provide a pleasant experience and excellent service to our members, congregants, guests, visitors and the community.

You will be the “face” of the organization for all that enter the Church of God by Faith, Inc and you will be responsible for the first impression we make. We handle each patron interaction with the utmost professionalism, courtesy and responsiveness.

A customer-oriented approach is essential.

Job Duties and Responsibilities:

- Must be at 18 years of age or older
- Arrive at Information at least 15 minutes prior to scheduled time.
- Greet and serve attendees with a smile.
- Maintain a polite disposition in all circumstances.
- Wear designated uniform and name badge during hours of serving.
- Avoid table clutter (no food or drinks please).
- Strong communication and people skills
- Good organizational and multi-tasking abilities
- Problem-solving skills
- Physical Demands the ability to lift 5-25 pounds
- Contact the National Volunteer Coordinator, National Office Administrator (s) or Convention Coordinator, if there are any concerns and/ or uncertainty.
- Provide directions to members, guests, or visitors attempting to locate a specific building/location on campus and providing maps when necessary. Walk attendee to the location if necessary (Providing 2 Volunteers are at the information center).
- Be familiar with the main contacts for various conferences/ meetings/events/workshop, etc. Including in meeting room changes
- Ensure all desk equipment(laptop, printer, office supplies, etc.)is maintain in a proper and safe manner.

Lost and Finds

- Place items that have been turned in into correct lost and found location and document found items into log appropriately.
- Returns articles to owners upon positive identification (Driver’s License) and obtain owner signature in log booklet.