



## **VOLUNTEER OPPORTUNITY**

**Volunteer Title:** Front Desk Volunteer (Bellevue)  
**Reports To:** Mingchen Li, Healthy Living Director  
**Job Location:** Bellevue (Community Center)  
**Hours/Schedule:** Weekdays or Weekends, between 10a-2p (longer if available)

## **ABOUT KIN ON**

Kin On is a non-profit organization rooted in the Asian community for more than 35 years. Kin On's mission is to honor and support our Asian elders and families by offering culturally Asian and linguistically appropriate healthcare services in a healthy living community. Kin On is an aging-friendly community which includes the Rehab & Care Center and Supportive Housing facilities. Additionally, Kin On offers Home Care, Social Services, Health Home and Healthy Living program serving Asian older adults in our community.

## **JOB DESCRIPTION**

Kin On is looking for a pleasant Front Desk Representative to undertake all receptionist and clerical duties at the desk of our Bellevue Community Center main entrance. You will be the "face" of the company for all visitors and will be responsible for the first impression we make. The ideal candidate will have a friendly and easy going personality while also being very perceptive and disciplined. Volunteers should be able to deal with complaints and give accurate information. A customer-oriented approach is essential. The goal is to make guests and visitors feel comfortable and valued while on our premises.

## **ROLE AND RESPONSIBILITIES**

- Keeping front desk tidy and presentable
- Greeting and welcoming guests as they approach the front desk
- Answering questions and addressing complaints
- Answer all incoming calls and redirecting them or taking messages
- Receive letters, packages etc. and distribute them
- Check, sort and forward emails
- Keep updated records and files
- Take up other duties as assigned (travel arrangements, schedules, etc.)

## **MINIMUM QUALIFICATIONS**

- Familiarity with office machines (e.g. fax, printer, etc.)
- Knowledge of office management and basic bookkeeping
- Proficient in English (oral and written)
- Proficient in Mandarin (proficiency in Cantonese a plus)
- Excellent knowledge of Windows Office (especially Excel and Word)
- Customer service orientation

## **BENEFITS TO VOLUNTEER**

Not only can volunteering benefit the residents and seniors at Kin On or in the community, there is research that reveals volunteering is just as good for you, the volunteer!

Some of those benefits include expanding social connections, reducing stress and anxiety, increased self-confidence, providing individuals with a sense of purpose and helping people to stay physically healthy.

## **HOW TO APPLY:**

Please complete an application online at <https://kinon.org/join-us/give/volunteer/>.

Kin On is An Equal Opportunity Employer. Kin On prohibits discrimination and harassment against any employee or applicant for employment because of race, color, age, religion, sex, national origin, sexual identity or expression, sexual orientation, disability, veteran, military or marital status, genetic information or any other protected status.