

Volunteer Program Manual

Purpose

The volunteer program is to serve the information desk on the first floor at City Hall for the City of Harrisonburg.

Hours of Operation

The volunteer desk will have the same operating hours as City Hall, 8:00 a.m. to 5:00 p.m., Monday through Friday, except city recognized holidays. Volunteers will be asked to work four and a half (4.5) hour shifts at least once a week and will be asked to at least provide one year of service. Regular, reliable attendance is necessary.

Volunteer Duties

Volunteers provide a positive first impression of the city. Duties include, but not limited to, greeting guests, answering incoming calls and directing them to the proper department, and hearing the needs of visitors and referring them to proper department for disposition.

Volunteer Walk-In Mannerism

- Smile. Acknowledge and welcome all visitors. Ask if you can help. Remember you are the front-line Ambassador for the City of Harrisonburg. You provide our residents and visitors their most important impression of our willingness to assist and answer their questions;
- Politeness is of supreme importance as is body language. The visitor gets two very important messages from you by what you say and how you say it;
- Answer questions as completely and honestly as possible. Convey to the visitor that you are available to help. If a question is asked you cannot answer, contact someone that might. If appropriate, get the persons information and contact them at a later date with the information;
- Treat strangers as if they were friends – act competently and confidently;
- Direct visitors to appropriate offices or provide phone numbers that are given during training.

Volunteer Phone Mannerism

- Smile when you answer the phones. A smile on your face makes your voice sound friendly on the other end of the line. You will also be in the public eye when talking on the phone.
- Proper Answering: “Harrisonburg City Hall, how may I help you?”
- Visitors are our first priority. Volunteers should only take personal calls when necessary.

Training

All volunteers will be required to attend a training which will include an overview of each city department and constitutional offices, common questions and other helpful resources, and instructions on using the phone system. The training is approximately three hours. Additional training will be held the first day of volunteering.

Dress Policy

The first impression visitors have of the city is often determined by the volunteer staff. It is important that all staff and volunteers are clean, neat and appropriately attired.

Personnel Policy

If you are having problems with procedures, workloads, a co-worker or any aspect of your service at the volunteer desk, please do not hesitate to speak with Erica Kann, City Clerk.

Contact Information

Erica Kann, City Clerk, (540) 432-7734

Illness

If a volunteer is sick when they are scheduled to work, he or she should make every attempt to notify Erica Kann, City Clerk or other designated person at the earliest time possible.

Inclement Weather

Volunteers should notify Erica Kann, City Clerk or other designated person at the earliest time possible that they are unable to report to work or need to leave work early.