



# Hospital Information Desk

## Position Overview

Volunteers greet and escort individuals, provide directions, answer questions, check-in and deliver flowers, give out room numbers, and generally assist the Switchboard Operator, Emergency Department and Security staff.

## Why is this area important?

The hospital information desk is the first face that people see when they enter the hospital. They are responsible for assisting in directing patients where they need to go. They interact with numerous people each day. They are responsible for helping people find their way or answer questions. These volunteers are usually doing something different each day and need to be prepared for whatever the day brings.

**Volunteer Shifts:** Monday-Friday, 8:00am-Noon or Noon-4:00pm, along with flexible evening hours  
Saturday & Sunday – Flexible hours

## Minimum Requirements

Volunteers are required to attend an annual in-service training, as well as adhering to the standard Winona Health Volunteer qualifications. Volunteers must be comfortable complying with facility and department policies and procedures, and all federal, state, and local laws. It is also important for volunteers to read, understand, and exemplify the Winona Health, Mission, Vision, Values, and Behavioral Standards.

### *Additional Qualifications*

- Ability to push a wheel chair long distances
- Excellent listening skills
- Strong communicator
- Skilled multitasker
- Demonstrate service excellence
- Friendly, people person
- Organized
- Must be a problem solver
- Comfortable with changing work environment
- Attention to detail
- Perceptive and alert – comfortable asking guests if they need assistance
- Enjoys working in a retail environment
- Passion for decorating

Thank you for considering this volunteer opportunity. If you are interested in becoming a Winona Health Volunteer, please complete an application online at [winonahealth.org/volunteer](http://winonahealth.org/volunteer) or call the Volunteer Office at 507.474.3328.