

## USO Roles/Responsibilities – Midnight to 6am shift

### Qualifications:

- 1) Commitment to cause and mission (The USO's mission is to strengthen America's military by keeping them connected to family, home and country, throughout their service to the nation.)
- 2) People-oriented
- 3) Must be 18 years of age or older
- 4) Personal integrity/honesty/morality/team player

### Standards:

- 1) Treat everyone as a valued individual, first priority is always given to our guests.
- 2) Display a positive presence. Always be pleasant, polite and kind.
- 3) Work as a team. Be cooperative and willing to help team members.
- 4) Maintain privacy & confidentiality. Ensure that whatever is shared in the USO stays in the USO, especially when speaking to our military guests.
- 5) Keep a clean environment.
- 6) As a volunteer, shifts are a commitment. A volunteer would need to be committed and dedicated to the USO Mission, policies and procedures.

### Volunteer Positions in the facility:

- 1) Front Reception Desk attendant: Greets guests, checks Id's (determines eligibility), ensures proper guest sign-in. Answers guest questions, answer front desk phone, become knowledgeable of the reference manuals at front desk.
- 2) Luggage Room Attendant: Help guests check in their baggage and coats in the USO. Ensure that all these items have a luggage tag attached to them with the date, name of the guest and their phone number. Be sure guest is given a claim ticket. When guests need to get in their bag or are ready to check out, attendant must match claim tickets to luggage to ensure guests are getting into or leaving with the right bag.
- 3) Canteen: Serve food, snacks and beverages to guests. Maintain cleanliness and organization of the canteen. Keep food items stocked.

All volunteers on each shift are required to help complete a "shift action report." This is a checklist of items that include duties such as cleaning/wiping off tables, taking out the trash, re-stocking, straightening and tidying up the rooms in the facility, and keeping things overall clean. The midnight shift more than any other usually allows for time these tasks to be completed.

The midnight shift needs to be manned with at least 2 volunteers. There should never be one person here alone. The normal shift is manned with 2 but also welcome shifts of 3. The shift can be a quiet one as guests who are in the facility are usually sleeping or watching a movie. There are times there are only a few here overnight and sometimes we'll have a bigger group of guests. Sometimes we know in advance of a bigger group coming thru and sometimes we do not. Volunteers need to be prepared for either when it comes to not only the midnight shift but on any shift.