

# Welcome Center Volunteer

## About Scarritt Bennett Center

Located on 10 peaceful acres in the heart of Nashville's historic Music Row, Scarritt Bennett Center's campus has been a place for justice and transformative education for more than a century. The property, owned by United Methodist Women, is the former home to United Methodist-related Scarritt College for Christian Workers (1924–1980) and Scarritt Graduate College (1981–1988). Today, Scarritt Bennett Center is a nonprofit organization that seeks to create space where individuals and groups engage each other to achieve a more just world. Rooted in mission, we are committed to the eradication of racism, empowerment of women, and spiritual formation.

## Purpose

The Welcome Center desk is the “hub” of Scarritt Bennett Center and the first impression to those who are here participating in one of our many events, attending a conference, or staying in our lodging. The Welcome Center is a place that welcomes and assists community members when they come to grow and share in our principles. Our goal is to deliver the highest level of customer service and hospitality to each guest.

## Responsibilities

Welcome Center Volunteers work with our Associates to provide a welcoming environment in the Welcome Center. Duties include:

1. Serving our mission by providing exceptional customer service and hospitality to all guests
2. Answering and transferring incoming calls
3. Greeting all guest(s) upon their arrival to the Welcome Center
4. Directing guest concerns to the appropriate staff
5. Answering guest questions, making them feel at home, and building ongoing relationships

6. Sharing information with guests, such as our campus history, amenities, and services offered. This involves learning the institutional history and becoming a storyteller for guests and potential guests.
7. Offering basic concierge services by maintaining ongoing knowledge of Nashville's attractions, restaurants, and events
8. Maintaining the Welcome Center and/or Lobby areas so they are acceptable to the public and guests, and stocking maps and brochures
9. Special projects as assigned

## What makes you a good fit?

1. You align with the legacy and mission of Scarritt Bennett Center as a place of hospitality with a strong commitment to the eradication of racism, empowerment of women, and spiritual formation.
2. You love people and have a relational affect while projecting a positive edge and enjoy talking to and interacting with a wide variety of people and diverse set of guests over the course of a day.
3. You are self-motivated, able to take initiative, resourceful, have problem-solving skills, and thrive in a flexible workplace.
4. You understand the importance of and can maintain a high level of confidentiality and good boundaries and can represent Scarritt Bennett Center in a positive fashion.

## Availability Needs

The Welcome Center provides extended guest service hours, from 7am to 9pm during the week and 8am to 5pm on the weekends. Volunteer shifts are flexible within these time frames.

Free parking is offered.

