

# **PORA & Sun City West Visitors Center Volunteer Opportunities Available**

## **PORA Membership Office:**

### **Receptionist/Membership**

Job Duties: Outgoing friendly helpful personality to assist visitors via telephone or in person with memberships, make appointments for satellite offices, directing to other departments, information requests, and other miscellaneous clerical duties.

Time Commitment: One three hour shift weekly.

Skills Needed: Telephone and basic clerical skills along with basic computer knowledge. The ability to operate a cash register, and credit card machine.

Physical Requirements: This job is spent sitting at a desk, with occasional walking and standing.

## **Consumer Services:**

### **Customer Service Representative**

Job Duties: Assist members via telephone or in person with requests for Consumer Services vendor information using on-line database. Follow established procedures. Keep a log of daily events.

Time Commitment: One three hour shift weekly.

Skills Needed: Telephone and good computer knowledge and ability. Ability to think of alternatives and present them.

Physical Requirements: This job is spent sitting at a desk, with occasional walking and standing.

## **PORA Adult Learning:**

### **Work with Students and Teachers**

Job Duties: Assist students and teachers via telephone, in person, or by email.

Time Commitment: One three hour shift weekly.

Skills Needed: Telephone, filing, and basic computer knowledge and ability. Ability to use fax and copier when needed.

Physical Requirements: This job is spent sitting at a desk, with occasional walking and standing.

## **CC&R Department:**

### **Advisor**

Job duties: Using Microsoft Office software, update department data bases by entering new data and/or editing existing data. Some volunteers will be asked to **conduct drive-by field checks**. Such field checks will not involve personal contact with homeowners,

Time Commitment: One three hour shift weekly.

Skills Needed: Outgoing personality and ability to interact with others. Basic computer knowledge and typing skills. Ability to use a digital camera. Basic knowledge of Sun City West street layout.

Physical Requirements: Portions of this job is spent sitting at a desk, with occasional walking and standing and part of this job could be spent driving to various locations to observe violations.

## **Visitors Center:**

### **Host/Hostess / Receptionist / Monitor**

**Job Duties:** Greet and interact with visitors to determine their interests in the community and answer questions. Operate DVD player to show promotional materials. Informs visitors of available brochures.

**Time Commitment:** Two three hour shifts per month.

**Skills Needed:** Outgoing personality and ability to interact with visitors. Detailed knowledge of Sun City West, Phoenix metro area, and Arizona.

**Physical Requirements:** This job is spent standing and walking for up to 30 minutes at a time with visitors and sitting during other times.

### **Tour Guide**

**Job Duties:** Greet visitors and determine if they have specific areas of the community they want to see. Ensure visitor completes required tour forms. Travels in the visitor's car – DOES NOT drive own vehicle – following a predetermined tour route to show visitors the community. Maintains a daily log of activities. Performs Host/Hostess duties during busy times.

**Time Commitment:** Two three hour shifts per month.

**Skills Needed:** Outgoing personality and ability to interact with visitors. Detailed knowledge of Sun City West, Phoenix metro area, and Arizona.

**Physical Requirements:** This job is spent standing, walking, and riding in a car for up to one hour at a time with visitors and sitting during other times.

### **Staffer**

**Job Duties:** Calls Visitors Center volunteers during the first two weeks of each month in order to fill shifts for the following month. Completes schedule on large calendar in Visitors Center office. May also work as a volunteer in the Visitors Center, but is not required to do so.

**Time Commitment:** Time varies from two to four hours per month. Phone calls may be done from home.

**Skills Needed:** Ability to operate telephone. Ability to create schedules using basic clerical skills. Outgoing personality and ability to interact with fellow volunteers.

**Physical Requirements:** This job is spent sitting at a desk, with occasional walking and standing.

## **Bingo**

**Job Duties:** Greet and interact with weekly bingo players & visitors. Answer questions, follow established procedures. Work well with fellow volunteers. Sell bingo game packets, make change, and help clean-up.

**Time Commitment:** Bingo shift is Friday's from 4:45 P.M. to end about 9:00 PM. Be able to work a minimum of one Friday per month.

**Skills Needed:** Outgoing friendly personality able to interact with visitors. Add and make change.

**Physical Requirements:** Position involves sitting, standing, stooping, kneeling, pushing, light lifting, carrying and moving objects that can weigh up to 20 lbs. Walk up to two miles a shift.