Alameda County Social Services Agency
Community Ambassadors Program

VOLUNTEER OPPORTUNITY: WAITING ROOM AMBASSADOR

Hundreds of customers pass daily through the doors of the waiting rooms at the Social Services Agency. Customers may be coming into the office for the first time and are unsure of what they are applying for and where they should go. Others may be inquiring about their existing benefits. It is the priority of the Agency to provide responsive, effective, and timely service to all. Community Ambassadors play an important and highly visible role in this endeavor. Functions may include:

- Greet clients and provide directional assistance, escort clients to location as needed;
- Assist clients with operating in-house phones, photocopying machines, and self-service kiosks;
- Support public awareness efforts on behalf of Agency programs and/or services;
- Circulate reading materials and/or disseminate Agency information as needed.

PARTICIPATION REQUIREMENTS

- Age 18 and older.
- Ambassadors will interact with a wide variety of customers who may be experiencing stressful circumstances. Confidence in interacting with the public, strong customer skills, cultural and social sensitivity, and ability to maintain confidentiality are critical. Ideal candidates will have the ability to follow detailed instructions, adhere to established procedures, and function calmly in a fast-paced environment. Bilingual skills highly appreciated.
- Good physical stamina is desired as Ambassadors may need to stand or move about the waiting room for up to 2 hours at a time.
- Prior to start of placement, all candidates must complete a general orientation and Live Scan fingerprinting. Additional department-specific training will follow.

LOCATIONS

**Eastmont Self-Sufficiency Center**
6955 Foothill Blvd, Oakland CA 94605
Free parking available on-site. Nearest BART station is Coliseum BART; take AC Transit line 73 to the Eastmont Transit Center.

**Eden Area Multi-Service Center**
24100 Amador St, Hayward, CA 94544 (cross street Winton Ave)
AC Transit lines M, 22, and 86 travel between location & Hayward BART station (1.5 miles)
The building also has a paid parking lot on-site.

**Fremont Outstation**
39155 Liberty St, Suite C330, Fremont 94536
15-20 min walk from Fremont BART station. Free parking lot on-site.

**Thomas L. Berkley Self-Sufficiency Center**
2000 San Pablo Ave, Oakland, CA 94612
The building is located across from the Greyhound Bus Station. It is a short walk from the 19th St BART.
AC Transit lines 18, 72, and 72M stop at Thomas L. Berkley Way & San Pablo Ave.

TIME COMMITMENT AND SCHEDULING

SSA hours of operation are from 8:30am to 5:00pm Monday through Friday. Ambassadors are asked to complete at least 1 shift weekly for a duration of 3 months. Preferred shift times are from 9:00-12:00 and 1:00-4:30, but there is some flexibility around scheduling. Availability of shifts depends on coverage needs.

This opportunity is great for candidates who:
- Are excited by challenges and a wide variety of tasks.
- Are considering pursuing education or a career in social services.
- Delight in helping people from all walks of life.

For more information on volunteering, contact:
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