

Purpose:

The purpose of the Warren County Government Center Information Office is to assist and inform citizens and walk-in customers of the wide array of County services, local events, and job opportunities with Warren County.

Hours of Operation:

Hours of operation are 9:00a.m. until 5:00 p.m. Monday through Friday.

Ideally, volunteer shifts are four hours each – 9:00a.m. to 1:00p.m. or 1:00p.m. to 5:00p.m.

Volunteers are expected to be ready to work when their shift begins.

Volunteer Duties:

- ❖ First and foremost volunteers serve the visitor, our customer.
- ❖ Provide visitors a positive first image of the community.
- ❖ Keep track of literature and report to County Administration so new information brochures can be placed in a timely manner.
- ❖ Record actual numbers of visitors and inquiry calls. Tally at the end of shift.

Assisting Citizens:

- ❖ Smile. Acknowledge and welcome all visitors. Ask if you can help. Remember, you are the front-line Ambassadors for Warren County. You provide our residents and visitors their most important impression of our willingness to assist and answer their questions.
- ❖ Politeness is of supreme importance as is body language. The visitor gets two very important messages from you by what you say and how you say it.
- ❖ Answer questions as completely and honestly as possible. Convey to the visitor that you are available to assist in any way. If a question is asked you cannot answer, tell the visitor you will research the answer and contact them at a later date if this is a feasible option.
- ❖ Treat strangers as if they were friends – act competently and confidently.
- ❖ Direct visitor to appropriate offices or provide phone number shown on County phone directory.

Illness:

If a volunteer is sick when they are scheduled to work, he or she should make every attempt to contact another volunteer to take his or her place. If another volunteer cannot be located, call the County Administration Office @ 636-4600.

Inclement Weather:

Volunteers should notify the County Administration office at least 90 minutes prior, if possible, when inclement weather conditions make it necessary to leave work early or unable to report to work. (follow County policies)

Telephone Calls:

1. Smile when you answer the phone. A smile on your face makes your voice sound friendly on the other end of the line.
2. Proper Answering: "Warren County Government Center, this is _____, how may I help you?"
3. Visitors are our first priority. Volunteers should end any personal calls when visitors enter the Center.

Dress Policy:

The first impression visitors have of the County is often determined by the Volunteer Center Staff, by the way they are welcomed and assisted and their appearance as well. It is imperative that all staff and volunteers are clean, neat and appropriately attired.

Emergencies:

If a volunteer or visitor needs immediate police or emergency medical assistance, call 911.

Personnel Policy:

If you are having problems with procedures, workloads, a co-worker or any aspect of your service at the Center, please do not hesitate to talk with the Assistant County Administrator. Suggestions or comments, in writing, are also welcome. We want to ensure all volunteer members have a clear understanding of the policies and their duties. County personnel policies apply to all volunteer staff.

Phone Numbers:

Volunteer and Information Coordinator:
Dick Magnifico, Assistant County Administrator
540-636-4600

Periodic Training:

The county will provide a three (3) hour training program annually (more often if necessary) to acquaint all volunteers with County and Constitutional Office functions.

WARREN COUNTY GOVERNMENT INFORMATION CENTER

Tips & Procedures

Walk-ins:

1. Treat all visitors with genuine hospitality. Greet them with a smile and initiate contact. Ex: "Hi, may I help you?"
2. Someone should be at the counter at all times when possible or helping visitors.
3. Be extremely polite. Use "Please, Thank-you, Yes Ma'am, No Sir."
4. If you must correct a visitor, be extremely sensitive. He/She was probably given erroneous information somewhere else.
5. The visitor takes precedence of the telephone calls, personal visits, etc. Pay attention to them - they are our citizens and the reason we are all here.
6. Dress conservatively and professionally. No smoking inside, doing nails, chewing gum, dangling jewelry.
7. Study the County Information Resource Binder about our services, duties, and responsibilities.
8. Keep a handy reference list of answers for frequently asked questions.
9. Remember that you will mostly deal with citizens unfamiliar with County services.
10. If you don't know an answer, say so, and ask for a contact number for the visitor so you can research the question and get back with him/her.
11. Thank visitors for stopping.

12. If you do not have the information a citizen is searching for, ask for his or her phone number & address. Find that information and send it to them immediately.

Essential Functions:

1. Greets visitors and provides information on the County Government Services.
2. Provides a warm, personal welcome and makes the citizens feel important.
3. Provides brochures and other information as warranted.
4. Answers questions (research if answer isn't known).
5. Maintains supplies of brochures and other information available at the Center.
6. Operates basic office equipment (telephone, computer).
7. Maintains statistical data on a daily and monthly basis.
8. Maintains files.
9. Assists with special projects as needed.
10. Performs other duties as assigned by the County Administration Office.
11. Maintains an effective working relationship with all County employees, volunteers, County Board Members and staff.