

RESIDENT VOLUNTEER – MANOR ALTERATIONS CONCIERGE

Division: Manor Alterations
Department: Maintenance and Construction
Reports to: Manor Alterations Supervisor / Manor Alterations Manager

JOB SUMMARY:

Under general supervision, maintains a presence at **Window 7** in Resident Services Area; Is the first point of contact for Manor Alterations after kiosk check-in; Provides answers to basic Manor Alterations Processing guidelines; Provides hard copies of guidelines to residents and contractors; Provides Manor Alterations and Resales Application Packages; provide fee schedules as related to the Manor Alterations projects; provides status updates for projects currently in the Manor Alterations Process; directs customers to Manor Alterations Office or appropriate Dept. if necessary.

Positions in this classification may also provide a presence in the **Manor Alterations Office**; being available to relieve office staff if short staffed or during lunch periods; answer phones and take messages; assist residents at counter providing the same basic services as required at Window 7.

ESSENTIAL FUNCTIONS:

Maintains a familiarity with the Laguna Woods Village Website; Is able to comfortably navigate through the Neighborhoods – Residents - Documents – How Do I – tabs on the home page to direct residents to all pertinent on-line documentation as it relates to Manor Alterations and Resales guidelines and services. Has a general knowledge of the governance of Laguna Woods Village and the two housing mutuels and governing Boards, and how Village Management Services / Manor Alterations interacts with these Boards. Provides information to the public concerning rules, regulations and activities; directs individuals to proper locations; refers difficult and unusual problems to an appropriate official.

Works effectively with co-workers, customers and others by sharing ideas in a constructive and positive manner; listens to and objectively considers ideas and suggestions from others; keeps commitments; keeps others informed of work progress, timetables and issues; addresses problems and issues constructively to find mutually acceptable and practical business solutions; addresses others by name, title or other respectful identifier; and respects the diversity of our workforce in actions, words and deeds.

REQUIRED TRAINING:

Will work with / shadow an Operation Specialist Intake staff member for 16 to 20 hours in increments of not more than 4 hours a day until comfortable with the training required for this position.

EQUIPMENT OPERATED:

Computer, Phone; Calculator, Printer, Scanner, Copier.

WORK ENVIRONMENT:

While performing the duties of this job, the employee is in a climate-controlled indoor office.

DESIRABLE QUALIFICATIONS:

Experience in dealing with the public in a business environment, keyboarding and clerical work or any equivalent combination of education and experience which produces the following:

- Knowledge of the occupational hazards and safety precautions of the job.
- Knowledge of PC and applicable software programs.
- Knowledge of modern office equipment, practices, systems and procedures.
- Knowledge of clerical practices and procedures.
- Ability to communicate effectively with various levels of management.
- Ability to read, understand, interpret and explain rules and regulations.
- Ability to maintain effective working relationships with co-workers, the public and to deal with public relation problems courteously and tactfully.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to talk, hear, and use hands to finger, grasp, feel and reach. The employee is regularly required to sit for long periods of time (up to 6 hours) and use repetitive motion to operate a keyboard for long periods. The employee is occasionally required to kneel, pull, push, stoop, and lift and carry up to 10 lbs.

MENTAL REQUIREMENTS:

While performing the duties of this job the employee reads, solves problems, does detail work, multiple concurrent tasks, uses their verbal and written communication skills, and has frequent customer contact and constant interruptions.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.



Village Management Services, Inc.

MANOR ALTERATIONS VOLUNTEER APPLICATION

Print and return application one of two ways:

- 1.) Download, print and mail completed application to Laguna Woods Village Community Center, Attn: Alan Grimshaw, Manor Alterations Manager, 24351 El Toro Road, Laguna Woods, CA 92637.
- 2.) Place completed hard-copy application in an envelope marked Attn: Alan Grimshaw, Manor Alterations Manager, and deposit with Community Center front-desk personnel.
Email Alan Grimshaw at alan.grimshaw@vmsinc.org more information.

PERSONAL INFORMATION

Name (Last, First, Middle) _____

Address (City, State, Zip) _____

Email _____ Phone _____

How many hours per week are you available/willing to volunteer? _____

What days and hours are you available to volunteer? _____

SKILLS

Please list skills and any special training, such as additional language(s) spoken, computer and software knowledge, specific areas of expertise, etc.

VOLUNTEER/WORK EXPERIENCE

Company _____ City/State _____

Title _____ Dates Volunteered/Employed _____

Duties _____

Company _____ City/State _____

Title _____ Dates Volunteered/Employed _____

Duties _____

OFFICE USE ONLY

Interviewed by _____ Date _____

RELEASE AND WAIVER OF LIABILITY

Please read carefully. This is a legal document that affects your rights.

I, _____, the Volunteer, desire to work as a volunteer for Golden Rain Foundation (GRF), Laguna Woods Village and Village Management Services, Inc. (VMS) and engage in the activities related to being a volunteer. The Volunteer hereby freely, voluntarily and without duress executes this Release under the following terms of the Release and Waiver.

(1) Volunteer does hereby release and forever discharge and hold harmless GRF, Laguna Woods Village and VMS from any and all liability, claims and demands of whatever kind or nature, either in law or in equity that arise or may hereafter arise from Volunteer's activities with VMS.

(2) Volunteer understands that this release discharges GRF, Laguna Woods Village and VMS from any liability or claim that the volunteer may have against GRF, Laguna Woods Village and VMS with respect to any bodily injury, personal injury, illness, death or property damage that may result from Volunteer's activities with GRF, Laguna Woods Village and VMS whether caused by the negligence of GRF, Laguna Woods Village and VMS or its officers, directors, employees or agents or otherwise. Volunteer also understands that GRF, Laguna Woods Village and VMS does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health or disability insurance in the event of injury or illness.

(3) Medical treatment. Volunteer does hereby release and forever discharge GRF, Laguna Woods Village and VMS from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment or service rendered in connection with the Volunteer's activities with GRF, Laguna Woods Village and VMS.

(4) Assumption of the risk. The Volunteer understands that the activities may involve work that may be hazardous to the Volunteer, including, but not limited to, the duties outlined in the volunteer description and transportation to and from the work sites. Volunteer hereby expressly and specifically assumes the risk of injury or harm in the activities and releases GRF, Laguna Woods Village and VMS from all liability for injury, illness (including virus, e.g. covid-19), death or property damage resulting from the activities.

(5) Insurance. The Volunteer understands that GRF, Laguna Woods Village and VMS does not carry or maintain health, medical or disability insurance coverage for any volunteer. Each volunteer is expected and encouraged to obtain his or her own medical or health insurance coverage.

(6) Photographic release. Volunteer does hereby grant and convey unto GRF, Laguna Woods Village and VMS all rights, title and interest in any and all photographic images and video or audio recordings made by GRF, Laguna Woods Village and VMS during the Volunteer's activities with GRF, Laguna Woods Village and VMS, including, but not limited to, any royalties, proceeds or other benefits derived from such photographs or recordings.

(7) Other. Volunteer expressly agrees that this release is intended to be as broad and inclusive as permitted by the laws of the state of California, and that this release shall be governed by and interpreted in accordance with the laws of the state of California.

(8) At will. GRF, Laguna Woods Village and VMS shall not be liable in any respect if the Volunteer is terminated from the volunteer position at any time because of falsity of statements, answers or omissions made in this application. Volunteer understands and agrees that the volunteer position is "at will" and that there is no guarantee of a regular volunteer position and that either party can terminate the volunteer relationship at any time, for any reason, with or without cause, and with or without notice. The Volunteer will comply with all rules and regulations as set forth in any policy manual, handbook or other communication distributed to volunteers. Supervision of volunteer positions is managed by VMS.

I hereby acknowledge that I have read and understand this statement. I certify that all of the information that I have provided on this application is true and accurate.

Signature: _____ Name: _____ Date: _____

Interviewed by: _____ Date: _____