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## Volunteer Opportunity Description

### Member Services Translator

A volunteer translator will assist communication between YMCA staff and customers if a language barrier exists. This position will operate primarily at the front desk, but may be asked to assist staff in translating throughout the building as needed.

#### Essential Functions:

- Help Y staff with transactions for those who require translation
- Assist non-English speaking customers with questions/concerns related to the Y
- Alleviate language barrier for staff and customers during incidents/complaints at the Y
- Monitor and assist in directing traffic at the front desk
- Help facilitate communication between members and staff across all departments

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## Requirements

#### Volunteer Requirements:

- Minimum age of 16
- Volunteer application
- Interview
- Evening and weekend availability
- Ability to speak English and at least one other language
- Pass criminal background check
- Signed Code of Conduct
- Previous customer service experience
- Completion of assigned training

#### Physical Demands:

- Standing for long periods of time
- Moving throughout the building to other departments

#### Additional Notes:

This volunteer opportunity represents the primary needs identified at this time but is not intended to be all-inclusive. The volunteer will also be responsible for taking direction from the Program Director or other designated Marshalltown Y team member.