



VOLUNTEER SERVICES POSITION DESCRIPTION

PROGRAM	Administration
VOLUNTEER POSITION	Receptionist
Intent of Program	To be the first point of contact for those coming into the office or phoning the office. Maintaining professionalism, efficiency and good communication skills.
Duties	<ul style="list-style-type: none"> • Answering and directing phone calls. Taking messages. • Greeting the public, identifying their needs, and notifying the appropriate staff member. • Assisting staff with general office work. • Checking the Google calendar for up to date information on staff schedules. • Becoming familiar with programs and services we provide to better assist clients. • Sign in and out using the administration sign In book at Reception.
Qualifications	<ul style="list-style-type: none"> • Ability to communicate with sensitivity with individuals from a variety of ethnic and cultural backgrounds and individuals in crisis. • Comfortable dealing with a high volume of calls. • Ability to understand and be understood in English. • Capable of dealing with people in a calm, professional and empathetic manner, both in person and over the phone. • Office experience an asset. Comfortable with multi-tasking. • Ability to follow appropriate office etiquette. • Basic computer skills~internet searches preferred. • Ability to work independently. • Effectively able to multi-task and handle a large number of incoming calls. • Good Interpersonal Skills: outgoing, friendly, courteous, patient. • Successfully interact with a variety of individuals who have an assortment of work and communication styles. • Capacity to maintain confidentiality. • Punctual and reliable. • Ability to multi-task.
Requirements	<ul style="list-style-type: none"> • Mandatory criminal record check. Must be renewed every 5 years. • Reference check required
Hours	<ul style="list-style-type: none"> • One Shift/Week • Shifts available: Thursday's, 1:00pm-4:30pm or Friday's, 8:30am – 12:15pm • Minimum 6 month time commitment
Training required	<ul style="list-style-type: none"> • Volunteer Orientation • Program Training provided by Receptionist and/or Office Administrator • Additional training as necessary
Benefits	<ul style="list-style-type: none"> • Connecting with People • Giving Back to the Community • Annual Volunteer Appreciation Event
Reports To	<ul style="list-style-type: none"> • Office Receptionist (604-520-6621) • Coordinator Volunteer Programs (604-520-6621)



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