



**VOLUNTEER SERVICES  
POSITION DESCRIPTION**

<b>PROGRAM</b>	Administration
<b>VOLUNTEER POSITION</b>	Receptionist
<b>Intent of Program</b>	To be the first point of contact for those coming into the office or phoning the office. Maintaining professionalism, efficiency, and good communication skills.
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Answering and directing phone calls. Taking messages.</li> <li>• Enforcing all COVID19 protocol to clients and guests.</li> <li>• Greeting the public, identifying their needs, and notifying the appropriate staff member.</li> <li>• Assisting staff with general office work.</li> <li>• Checking the Outlook calendar for up to date information on staff schedules.</li> <li>• Becoming familiar with programs and services we provide to better assist clients.</li> <li>• Sign in and out using the administration sign in book at Reception.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Current mandate requires in-person volunteers must be under the COVID19 vulnerable age of 60.</li> <li>• Ability to communicate with sensitivity with individuals from a variety of ethnic and cultural backgrounds and individuals in crisis.</li> <li>• Comfortable dealing with a high volume of calls.</li> <li>• Ability to understand and be understood in English.</li> <li>• Capable of dealing with people in a calm, professional and empathetic manner, both in person and over the phone.</li> <li>• Office experience an asset. Comfortable with multi-tasking.</li> <li>• Ability to follow appropriate office etiquette.</li> <li>• Basic computer skills~internet searches preferred.</li> <li>• Ability to work independently.</li> <li>• Effectively able to multi-task and handle a large number of incoming calls.</li> <li>• Good Interpersonal Skills: outgoing, friendly, courteous, patient.</li> <li>• Successfully interact with a variety of individuals who have an assortment of work and communication styles.</li> <li>• Capacity to maintain confidentiality.</li> <li>• Punctual and reliable.</li> </ul>
<b>Requirements</b>	<ul style="list-style-type: none"> <li>• Mandatory criminal record check. Must be renewed every 5 years.</li> <li>• Visual COVID19 health and suitability screening.</li> <li>• Resident of New Westminster or surrounding area.</li> <li>• Reference check required.</li> </ul>
<b>Hours</b>	<ul style="list-style-type: none"> <li>• On-call basis, 6-month commitment preferred.</li> <li>• Shifts available: Monday through Friday, 8:30-12:30 or 1:00-4:30.</li> <li>• On-call shifts are given with at least one-weeks' notice, unless emergency coverage is needed.</li> </ul>
<b>Training required</b>	<ul style="list-style-type: none"> <li>• Program Training provided by Program Support Worker</li> <li>• Additional training as necessary</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Connecting with People</li> <li>• Giving Back to the Community</li> </ul>
<b>Reports To</b>	<ul style="list-style-type: none"> <li>• Program Support Worker (604-520-6621- general mailbox)</li> </ul>