

## Reception Volunteer Description

### Overview of Role

Welcome clients, donors, volunteers and partners to the New Canadians Centre. Share information about our programs and services to community members. Direct inquiries to appropriate staff members, and record messages for staff members when they are not present.

### Availability of Role

This role is not in high demand, however, occasionally we need a volunteer to cover for sick days, meetings, and trainings. Opportunities available as-needed.

### Responsibilities

- Greet clients in a welcoming and professional manner
- Answer phone calls, emails, and walk-in inquiries
- Use office equipment to assist staff and clients – photocopier, fax machine, laminator, printer
- Carry out opening and closing procedures
- Sign up clients for trips using database; book appointments for staff on google calendar
- Ability to work in a fast-paced work environment
- Follow confidentiality procedures of the organization

### Qualifications

- Professional and friendly presence; positive attitude and openness to learn
- Basic computers skills
- Ability to take initiative and problem solve independently
- Reliable and punctual
- Familiarity with database entry, google calendar, and office equipment is an asset, but training is available as long as volunteers are open to learning
- Sensitive to newcomer needs, an openness to working through cultural and language barriers

### You will receive the opportunity to:

- Make connections and learn about other cultures
- Experience a dynamic and fun workplace
- Front desk experience that can be added to any resume
- Contribute to a community not for profit organization that values your help

