

## Volunteer Welcome and Greeting

<b>Role Title:</b>	Volunteer Receptionist (Ongoing recruitment)
<b>Purpose of the position</b>	The Welcome and Greeting volunteer represents the Immigrant Services Guelph Wellington to the public who visit the agency's office
<b>Duties and responsibilities</b>	<p>We are looking for enthusiastic, skilled and committed individuals with experience in meeting and greeting people to be the welcoming face of Immigrant Services.</p> <p>Take telephone messages for staff while welcoming clients.</p> <p>Answer the main phone line and direct calls.</p> <p>Greets guests and direct them to other offices or locations.</p> <p>Answers questions about the agency and provides forms when necessary.</p> <p>Makes reminder phone calls to other volunteers who are assigned to projects for the following day.</p> <p>Open the mail and distributes it.</p>
<b>Benefits to you</b>	<p>You will gain experience in working with people</p> <p>You will gain experience handling various office equipments</p> <p>You will find working with our organization rewarding, fun and fulfilling.</p> <p>You will meet and greet people from different cultures and different parts of the world</p> <p>You will have a chance to be part of an innovative organization moving boundaries</p> <p>You will be appreciated for your contribution to a progressive organization and will be credited for your work</p>
<b>The Skills You Need:</b>	<p>You have excellent communication skills and personal and phone manner</p> <p>You understand appreciate people from various cultures</p> <p>You have excellent cordial manners</p> <p>You are eager to learn new skills</p>

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<b>Training and orientation</b>	<p>There will be a thorough induction into the office and the tasks required.</p> <p>You will be provided with information about the overall work of the agency</p> <p>You will be mentored by an experienced volunteer</p>
<b>Time Commitment</b>	<p>Average 3 hours per week commitment.</p>
<b>For more information, contact:</b>	<p>Poli (519) 836-2222 ext: 234</p>