
Front Desk Volunteer

Purpose

The Front Desk Volunteer will welcome clients, answer the phone calls and assist with various admin tasks.

Duties & Responsibilities

- ✓ Greet clients
- ✓ Maintain a warm and welcoming environment where clients are treated with dignity and respect
- ✓ Front line communications
- ✓ Answering the phone and redirecting inquiries
- ✓ Distributing incoming mail and accepting deliveries
- ✓ Book and record appointments for settlement counsellors
- ✓ Help visitors get the resources they need.
- ✓ Admin Tasks that include:
 - Client Survey Compilation
 - Update the office inventory
 - Welcome Packages compilation every 2 weeks
 - Update the Community Services lists
 - Declutter Board room cabinets
 - Check the supplies in the kitchen once a week
- ✓ Assist staff with other admin responsibilities as needed

Time Commitment

- ✓ 4 hours per week (Monday to Wednesday 2.30 – 5 pm, Thursday 2.30 - 6.30pm, Friday 9 - 1pm, 1 – 5pm)

Skills & Qualifications

- Comfortable working with vulnerable populations.
- Confidentiality is essential for this position.
- Cultural sensitivity is an important trait for this position.
- Ability to work well independently
- You like and appreciate working in a team environment
- Sensitivity to and/or understanding of the immigrant experience and challenges facing newcomers
- Commitment to equity and anti-oppressive practices
- Ability to work with individuals from diverse backgrounds
- Familiarity with using a laptop, photocopier, fax machine, scanner and paper-cutter
- Familiarity with handling cash and making change
- You are empathetic, compassionate and non-judgmental.
- Warm and friendly demeanor and positive attitude
- Maturity
- Active listener
- Patient and punctual
- Self-motivated and enthusiastic

Training

- ✓ Orientation - General agency orientation is provided.
- ✓ Training is ongoing and ongoing support is provided.
- ✓ Training is on the job – Volunteer(s) work with staff until comfortable to work on their own.

Supervision

Front desk volunteers will report to Admin staff and Volunteer Mobilizer. They are expected to sign in and out, at each shift.

Benefits

- Use your experience to help those who are new to Canada
- Meet people from all over the world
- Gain hands on experience in a busy front desk/reception area
- Gain experience in intercultural communication
- Gain knowledge of various topics about life, laws and rights and responsibilities in Canada
- Volunteer at a lively organization committed to diversity
- A great way to learn about community resources and services available
- Gain experience in the immigrant and refugee serving sector

Location

Immigrant Services Guelph-Wellington, 104 Dawson Rd., Unit 102, Guelph, ON N1H 1A6 Bus Route #11. Parking is free and available.

Risk: Low medium

- Contact with vulnerable clients
- Access to confidential information
- Physical exertion- lifting, moving, and stacking chairs and tables
- Working in a busy and noisy environment