

VOLUNTEER FRONT DESK JOB DESCRIPTION

Objective:

To assist with the smooth operations of The Men's Centre.

Duties:

- Arrive with enough time to set up the front desk area, lights on, heat or fan on and signs out.
- Be ready for people when the doors are open.
- Greet people and help them find the resources they are looking for.
- Schedule appointments with counsellors.
- Keep track of people on the stat forms.
- Take written messages of phone calls and or walk in's on the duplicate message pad. Ensure person at The Men's Centre receives their message by handing it to them or putting it in their mail slot.
- Complete the Front Desk training check list and return to the Volunteer Coordinator.
- At the end of your shift, turn off the heater or fan, bring in the signs, ensure area is tidy for next shift.
- Record your hours on the Volunteer Hours Form.
- Communicate effectively with the Volunteer Coordinator to ensure smooth flow of the front office .

Qualifications:

- Good communication skills both written and verbal.
- Excellent telephone skills.
- Keen listener.
- Excellent time management to assist in the smooth operation of The Men's Centre.
- Caring and helpful personality.
- Ability to guide people along through the process of looking for resources.
- Ready to take initiative when noticing a task not listed needs to be done or someone needs a little extra assistance.

Orientation & Training:

- Review of Volunteer Handbook with the Volunteer Coordinator.
- Tour of the facility.
- Self paced training check list.
- Access to Volunteer Coordinator