



**Position Title:** Front Desk Volunteer, Erin Office

**Position Type:** Volunteer

**Program Area:** Information and Referral, Community Services

**Reporting Relationship:** Manager, Food Bank & Retail Services

**Program Overview:**

East Wellington Community Services (EWCS) is a community-impact organization that addresses the health and care, transportation, employment, and social service needs of individuals and families in East Wellington. **In our Erin office reception area**, we offer information and resources about support services to those dealing with tragedies, illness, housing difficulties, financial hardship, family conflict, and other circumstances that affect their overall well-being.

**Position Purpose:** To provide a welcoming environment where people can access information about our community and programs and services available to them. To provide reception duties for staff and in-house agencies. To help clients access information and assistance.

**Qualifications:** Volunteers in this position must enjoy working with the public. Must have a pleasant demeanor, be patient, and work well independently. Must have a desire to solve problems and help find answers to questions. Excellent customer service skills and telephone manner, and basic knowledge of MS Office, Word, and Internet Explorer.

**Duties/Responsibilities:**

- Provide information and make referrals as required
- Answer telephone calls and transfer to the appropriate staff member
- Assist the public with programs/services or general community information
- Accept monetary, food, or clothing donations and forward to the appropriate area/staff
- Record statistics of client inquiries for program reporting purposes
- Use the photocopier
- Assist staff as requested
- Keep up-to-date knowledge of workshops and clinics being held in the community or at EWCS; make scheduled appointments for workshops and clinics for participants and clients
- Always maintain confidentiality and non-discrimination policies
- Maintain up-to-date knowledge and awareness of EWCS programs, functions, and events
- Behave in a manner consistent with the values and ethics of EWCS, appropriately representing the agency in the community. Perform other duties as required.

**Time Commitment:** Shifts are 3 hours in length, once per week, 10 a.m.-1 p.m. or 1:00-4 p.m.

**Physical requirements. Work Environment**

Minimal lifting is required. Indoor, sedentary work. Fine motor skills are required for use with a phone, computer, and fax. Eye for detail and keen observation skills.