

MFRC Front Desk Volunteer Job Description

Program Area: Administration

Position Title: Reception

Purpose of the Position:

The position is to assist the staff member in the job of covering the front desk and meet client needs.

Responsibilities and Activities:

- Become familiar with office surroundings
- Provide lunch coverage
- Provide building coverage during monthly staff meetings
- Provide coverage to allow receptionist to assist administration staff
- Greet walk-in clients
- Assist clients and answer their questions
- Answer phone lines, direct calls, transfer calls as appropriate, take messages as needed
- Receipt registrations
- Receipt sales (books, Naden Band CD's, t-shirts)
- Send faxes as required, for staff and clients
- Photocopying
- Assist coordinators as required
- Keep reception area neat and tidy
- Offer refreshment to clients who are here for appointments
- Book appointments for and complete ID Cards
- Receive and distribute mail, if applicable
- Book MFRC car for staff as required
- Have staff complete sign-out book when they borrow items

Skills / Competencies / Qualifications:

- Reception experience
- Pleasant telephone manner
- Clear speaking voice
- Team player
- Willingness to listen to clients
- Attention to detail
- Maintain client confidentiality
- Willingness to learn new skills
- Willingness to assist when and where needed
- Strong interpersonal skills
- Computer skills
- Be flexible

Training and Supervision to be provided:

The I&R coordinator will provide initial training and supervision. Other staff may provide input as well. Participate in I & R training.

Evaluation of Work and Volunteer Satisfaction:

Bi-annually

Time Commitment:

Approximately twice per week, 2 hours a day or as required

Location and Description of Work Location:

CPAC

Benefits:

Improved office skills, meet many new people, improved communication and interpersonal skills.

Staff Contact:

Ekaterina Gregory, Volunteer Program Coordinator
Ekaterina.gregory@forces.gc.ca or 250-363-2679

Holly Flower, Community Integration, Information and Referral Services Coordinator
Holly.flower@forces.gc.ca or 250-363-8398