

Volunteer Reception - Position Description

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| Purpose: | <p>The Receptionist is responsible for providing secretarial, clerical and administrative support in order to ensure that services are provided in an effective and efficient manner.</p> <p>CultureLink works within an anti-oppression framework and is committed to equity.</p> |
| Title: | Volunteer- Receptionist |
| Location: | 2340 Dundas Street West, suite 301 Toronto, ON M6P 4A9 |
| Key Responsibilities/ benefits: | <p>Volunteers –under the supervision of the Receptionist- will:</p> <ul style="list-style-type: none"> • Welcome CultureLink’s diverse newcomers, program participants, stake holders and the community at large • Receive, direct and relay telephone calls and messages • Receive fax messages • Address any enquiries and requests for support • Make appropriate referrals when necessary • Book rooms for staff • Distribute mail and faxes into staff mail boxes • Keep an efficient, clean, presentable and organized reception area • Process and keep current/weekly sign in-out staff, volunteers and students sheets • Photocopy and fax as requested • Organize office supplies as requested <p>Benefits:</p> <ul style="list-style-type: none"> • Improve communication skills • Improve computer knowledge and keyboard skills • Gain knowledge of South West Toronto settlement services and community resources • Improve listening and paraphrasing skills • Develop techniques for responding to client’s complaints, upset or anger. |
| Reports to: | Receptionist/Central Intake |
| Length of Appointment: | Open. |
| Time Commitment: | Open. |
| Requirements: | <ul style="list-style-type: none"> • Self-study and demonstrate great understanding of CultureLink’s Receptionist Volunteer Handbook • Commitment to anti-racism and combating other forms of discrimination |

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| | <ul style="list-style-type: none">• Ability to work cooperatively as part of a team and to give input into program• Business Administrative certificate/diplomas an asset |
| Application Process: | <ul style="list-style-type: none">- Send Volunteer Application Form, resume, and cover letter to Claudia Rivera, Volunteer Coordinator at crivera@culturelink.ca.- Once we receive your application, an interview will be scheduled with the Receptionist/Central Intake Worker and the Volunteer Coordinator- If application is accepted, the applicant will sign the confidentiality agreement and will submit all required documents.- An on-boarding session will be scheduled with the candidate and the Volunteer Coordinator to provide orientation on Volunteer Policy, Agency Overview, Health and Safety procedures, and agency tour. |