

Volunteer Job Description

Name of Volunteer Position: **Receptionist**

ROLE: Provide assistance with reception duties at SMH Young Parent Outreach Centre

RESPONSIBILITIES:

- Answer phone calls in a courteous manner
- Screen incoming calls and direct them to the correct worker
- Assist with light administrative duties as required
- Greet people warmly to foster a welcoming environment
- Provide basic program information to prospective participants
- Maintain tidiness in reception area

SKILLS NEEDED:

- Ability to answer telephone inquiries in a professional manner
- Strong interpersonal and communication skills
- Bilingual in English and French
- Ability to manage several tasks at one time
- Basic knowledge and experience with computers
- Understanding and upholding of confidentiality

PERSONAL QUALITIES NEEDED:

- Friendly and welcoming attitude
- Self-motivated
- Nonjudgmental and empathetic attitude
- Reliable and punctual for shifts
- Respectful of professional boundaries with participants

TIME COMMITMENT REQUIRED:

- 8:30 AM-4:00 PM shift at least once per month