

VOLUNTEER SERVICES

PROGRAM:	Office Reception
Outcome:	Volunteers in the communities served will have diverse and appropriate opportunities to volunteer to programs of the society.
VOLUNTEER POSITION	Receptionist
Duties:	<ul style="list-style-type: none"> • Receptionist answers and directs phone calls, greets people coming into the office, directs them to the appropriate staff member and assists staff with office work. • Checks Google calendar on computer in the morning for up to date information on staff whereabouts for the day. • Provides overall phone and reception coverage: including taking messages and booking appointments. Other administrative duties as assigned. • Greets the public, identifies their needs, and notifies the appropriate staff member. • Becomes familiar with programs and services we provide. • Becomes familiar with Seniors Services Society website and is able to search for information as well as direct clients as to how to navigate our website.
Skills required:	<ul style="list-style-type: none"> • Must speak fluent English • Ability to deal with people in a professional, empathetic manner, both in person and over the phone. • Office experience in answering telephones and office procedures. • Able to follow appropriate office etiquette. • Experience in MS Office. • Ability to search for resources on the internet. • Work independently and accurately • Ability to search for resources on the internet. • Able to multi task effectively and handle a large number of incoming calls.
Special requirements:	<ul style="list-style-type: none"> • Outgoing, friendly, courteous, patient. • Work successfully with a variety of individuals with a variety of work and communication styles. • Communicate in a professional manner with seniors. • Use sound judgment and maintain confidences. • Ability to comprehend a variety of seniors.
Commitment required:	<ul style="list-style-type: none"> • One day per week /Or half day per week • Approx. 4 – 8 hours