



VOLUNTEER JOB DESCRIPTION

Markham Wesley Centre

Incumbent Reports To: Volunteer Coordinator	Front Desk Receptionist	Date Effective: Day/Month/ Year
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Minimum qualifications, skills and knowledge

1. Clerical experience an asset.
2. Excellent interpersonal skills and telephone manners.
3. Responsible and dependable.
4. Able to juggle multiple tasks simultaneously.

Position Summary

Greet members, visitor, volunteers and patrons upon entering the centre and to serve as a general inquiry station.

Key Position Responsibilities

1. Provide up-to-date information about the centre.
2. Greet members, visitors, volunteers and patrons.
3. Provide new member tours.
4. Answer general inquiry and phone calls.
5. Provide membership registration, renewals and services.
6. General tickets sales and balancing of money.
7. Provide temporary guest and visitor passes.
8. Perform course/class/workshop registrations and oversee sign-in/out.

Training Period

1. Attend general information session.
2. Participate in 2-3 intense training sessions conducted by experienced volunteer/staff.
3. Attend other applicable training sessions when scheduled.
4. Routine on-the-job training by regular volunteer.

Job Benefits

1. The knowledge of playing a vital role in the daily functions of the centre.
2. Improving interpersonal and receptionist skills.
3. An invitation to the annual volunteer recognition event.
4. Letter of reference (upon completion of required duration).

Commitment

1. Minimum 1 shift per week (Monday - Saturday)
2. Time: from 9:30am to 5:30pm
3. Minimum 3 months' commitment