

# Aunt Leah's

## **JOB DESCRIPTION**

### **RECEPTIONIST VOLUNTEER**

#### **Who we are:**

For over 30 years, Aunt Leah's Independent Life Skills Society has delivered programs that help prevent youth in foster care from becoming homeless and vulnerable mothers from losing custody of their children. To support them on their journey to adulthood, we provide housing, education and life skills training.

#### **Job Summary:**

Under the guidance of the Office Administrator, the volunteer receptionist will play a role as the first point of contact for Aunt Leah's and provide diverse support as needed in Aunt Leah's New Westminster office. You will work collaboratively with a dynamic and passionate team to deliver quality support to staff, program participants, and volunteers.

**Reports to:** Office Administrator

#### **Qualifications and Requirements:**

- Post-secondary education in a related field or equivalent experience
- Adheres to the Society's Code of Ethics and Values
- Satisfactory Criminal Record Check and Local Police Information Check

#### **Assets**

- Front desk/ Receptionist experience
- Experience in an office work setting
- Prior front desk volunteering experience
- Non – violent crisis prevention intervention training
- Knowledge of the non-profit / social service sector

#### **Knowledge, Skills and Abilities:**

- Excellent verbal and written communication skills
- Outstanding organization and time management skills
- Computer proficiency with Microsoft Suite (Word, Excel, Outlook) and Google office / business functions
- Empathy and compassion towards people with multiple social and systemic barriers
- Strong ability to build and maintain positive rapport and trust while maintaining confidentiality

**Key Duties and Responsibilities:**

- Office admin duties including reception, answering calls and greeting guests
- Operate a multi-line phone system
- Welcome visitors / program participants and direct them to appropriate staff or department
- Other administrative tasks as requested by office Administrator
- Ensure the overall cleanliness of the office ensuring a professional environment for staff, guests, and program participants
- Respond effectively, consistently, and politely to all staff office requests

**Physical Demands:**

- This position includes sitting at a desk using a computer; and may include some occasional physical work moving objects weighing up to 50lbs.

**Working Conditions:**

- Hours of work are generally 4-5 hours per week; scheduled on Friday between the hours of 9am-5pm
- This position is based at Aunt Leah's New Westminster office
- We prefer a 2-months commitment with consistent weekly shifts

**To Apply:** Please complete a volunteer application form at [www.auntleahs.org](http://www.auntleahs.org) or email an expression of interest to [volunteering@auntleahs.org](mailto:volunteering@auntleahs.org)