

## VOLUNTEER POSITION

# CUSTOMER SERVICE RECEPTIONIST

**Purpose of position:** This volunteer position welcomes and responds to Sage members and clients at the front desk. The duties for this position will evolve as time dictates.

### **Position Duties & Responsibilities:**

- Reception volunteers work in a team of two
- Greet the public with a warm and helpful demeanor
- Assist with greeting Life Enrichment participants at the front door
- Direct clients to appropriate department/staff/resources
- Stock and organize the paper in the main floor photocopy room, keep the room in a neat and orderly fashion
- Maintain quantities of Life Enrichment calendars, photocopying when necessary
- May provide assistance with registering participants in various events, courses, and classes
- Assist with various admin tasks as required
- Assist with call-outs as required
- Attend monthly meetings in service area, and training sessions as requested
- Provide photocopying assistance for Life Enrichment instructors, students and clients
- Other tasks as the reopening phases progress

### **Time Requirement of Position:**

- Shifts for this volunteer position will evolve. Currently, the time commitment is 10am-2pm
- As Sage moves through the phases to fully open, the expected shifts will move to 8:30am-12:30pm or 12:30pm-4:00pm
- A commitment to a minimum of one four-hour shift per week is required

### **Qualifications and skills required:**

- Customer service
- Comfortable working with the public
- Organizational and time management skills
- Previous office experience an asset
- Previous customer service experience an asset
- Computer skills and asset or willingness to learn required computer program