

VOLUNTEER RECEPTIONIST JOB DESCRIPTION

GENERAL DESCRIPTION

This position works in Senior Services as a front line person greeting visitors and providing assistance to visitors and Senior Services members under the guidance of the Facility Coordinator

ORGANIZATIONAL RELATIONSHIP

- Reports to the Facility Coordinator
- Receives direction from the Facility Coordinator
- Works closely with the Volunteer Reception Chair

GENERAL DUTIES AND RESPONSIBILITIES

- Meet and greet the public and make people feel welcome
- Provide information to patrons in person and by telephone on special events taking place in Senior Services
- Sell memberships, reconcile and record
- Work at special events and functions in Senior Services
- Greet Wheels to meals clients every second and fourth Friday by assisting them with their coats and escorting them to their tables
- Assist in tracking and compiling volunteer hours for Reception Volunteers
- Organize and tabulate a weekly 50/50 draw for Senior Services members
- Hand out activity schedules, pamphlets and other information concerning Senior Services
- Make referrals to public and members regarding government programs, benefits, pensions, etc.
- Provides tours of the facilities to newcomers and gives information on available activities, programs and amenities
- If unable to make shift, will attempt to find your own replacement first before contacting Chair.

PREFERRED BACKGROUND

- Good interpersonal, communication and organization skills
- Willingness to assist when needed
- Office skills