



VOLUNTEER POSITION DESCRIPTION

Position Title: Office Volunteer (OV)

Supervisor(s): Volunteer Coordinator/Administrative Assistant

Goal: To provide excellent customer service to members, visitors and staff using a professional, courteous and non-judgmental attitude while adhering to confidentiality at all times.

Duties: To provide administrative support to NESA.

Could include, but are not limited to:

- Greet and direct members and guests
- Provide excellent customer service and information as required to guests
- General reception-based duties including: Answering phones, preparation of bulk mailing, filing, customer care, replenishing work station, various transaction types, etc.
- Assist members with using lobby touch-screen systems (to check-in to the centre, or log volunteer hours)
- Stay informed by reading the Communication binder at beginning of shift
- Assist guests by selling Memberships using "Book King" system
- Update membership information and change of information using "Book King" system
- Assist members with, and process, registrations using "Book King" system
- Complete transactions using Point of Sales (POS) in "Book King" system (including gift certificates, donations, grocery cards, sale items, etc.)
- Cash handling – counting floats at the beginning and end of shift, and completing shift-end drops
- Assist with special projects
- Give tours of our Centre, when time permits

Time Commitment:

Morning shift 8:15 am—12:15 pm;

Afternoon shift 12:15—4:15 pm

OV's are scheduled in weekly or bi-weekly regular shifts (same day each week).

Spare OV's fill in shifts as required.

Wed Night OV's work 4:30 – 8:30 pm.

**Requirements (skills, abilities, knowledge):**

- Must be able to work independently with little-to-no supervision
- Administrative and organizational skills
- Basic computer skills required
- Excellent customer service skills
- Friendly, positive attitude
- Maintain accuracy and confidentiality
- Ability to handle money with confidence
- Excellent written and verbal communication skills with ability to print clearly
- Police Check w/ Vulnerable Sector Check required (done at no cost to the Volunteer)

Orientation & Training:

- Pre-screening interview with Volunteer Coordinator
- On-the-job orientation and training will be provided
- Group "Refresher" training sessions throughout the year, as required
- Check-in reviews as required (3 months and annually)

Benefits to Volunteer:

- Opportunity to maintain existing skills and learn new skills
- Accumulate volunteer hours
- Social interaction
- Opportunity to give back to the community
- Receive a coffee chit for each worked shift