



615 Front Desk Coverage

Volunteer Position Description

The Spence Neighbourhood Association works with the people of Spence to revitalize and renew their community in the areas of Holistic Housing, Community Connecting, Community Economic Development, Environment and Open Spaces, and Youth & Families.

Purpose: The Spence Neighbourhood Association is seeking enthusiastic, passionate, and reliable volunteers to cover the 615 Front Desk. The 615 Front Desk Volunteer is the first point of contact when an individual, family, organization, business, service provider, community group, or stakeholder connects with SNA at 615 Ellice Ave.

Location: 615 Ellice Avenue

Time Commitment: Approximately 2-10 hours; monthly

Available Dates:

- Tuesdays from 9:45 am - 12:30 pm
- Tuesdays from 1:30 pm - 4:15 pm
- Wednesdays from 9:45 am - 12:30 pm
- Wednesdays from 1:30 pm - 4:15 pm
- Thursdays from 9:45 am - 12:30 pm
- Thursdays from 1:30 pm - 4:15 pm

Duties & Responsibilities:

- Answer the phone, check voicemail, forward messages, and return calls
- Assist guests and participants
- Attend volunteer orientation and training sessions
- Conduct physical inventory counts
- Connect guests to SNA staff, activities, events, initiatives, programs, locations, and community resources
- Engage in anti-oppression, harm reduction, and reconciliation practices
- Ensure each SNA guest's experience is respectful and dignified
- Enter data into documents
- Greet guests and participants in a polite, positive, and professional manner
- Maintain community bulletin boards
- Monitor building activities
- Network with SNA staff, volunteers, communities, community partners, organizations, businesses, and funders

- Participate in and model SNA's Expectations
- Prepare promotional and outreach materials
- Record the number of people accessing the space
- Tidy the common spaces when necessary
- Write incident reports when necessary
- Other duties as assigned

Skills & Qualifications:

- Anticipating needs
- Communication (listening, interpersonal, written, non-verbal, and verbal)
- Customer service
- Multi-tasking
- Networking
- Planning, organizing, and coordinating
- Problem solving
- Time management
- 18+ years
- Accountable
- Adaptive and flexible
- Confidential
- Friendly, respectful, empathic, non judgemental, open-minded, understanding, and supportive
- Innovative and solutions-oriented
- Proactive and take initiative
- Proficient in Microsoft Office and Google applications
- Reliable
- Team player
- Has an understanding of inner city communities

SNA can provide volunteers with current Criminal Record Check and Child Registry Check if they do not already have them.

Benefits:

- Become energized and renewed
- Build a real sense of achievement
- Discover and practice new skills
- Expand your horizons and experiences
- Have fun
- Improve and be a part of community
- Increase confidence
- Retain and sharpen current skills