



VOLUNTEER OPPORTUNITY

POSITION: 615 Front Desk

Spence Neighbourhood Association is looking to hire for a Volunteer position to manage our front desk office.

The 615 Front Desk Coverage is responsible for the communication between the Spence Community and Spence Neighbourhood Association program staff. The coverage is the first point of contact for community members if they have questions, need referrals, or want to become involved in the organization. This is done through several modes of communication, including the telephone, e-mail, community initiatives, etc. You will provide quality, welcoming, and supportive in-person communication. This may require responding to additional needs of community members including but not limited to: assisting community members in crisis, searching for appropriate resources and directing folks, calling emergency personnel, providing supplies such as personal hygiene items as available, etc.

DUTIES & RESPONSIBILITIES:

- Answer the phone, check voicemails, forward messages, and return calls
- Water plants, dust and tidy front area, keep the kitchen clean and ready for use
- Assist guests and participants
- Attend orientation and training session
- Connect guests to SNA staff, activities, events, initiatives, programs, locations, and community resources.
- Delivers handbills and posters
- Engage in anti-oppression, harm reduction, and reconciliation practices
- Ensure each SNA guest's experience is respectful and dignified
- Greet guest 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 fundraisers
- Participate in and model SNA's Expectations
- Record the number of people accessing the space
- Tidy the common spaces when necessary



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SKILLS & QUALIFICATIONS:

- Communication (listening, interpersonal, Written, non-verbal, and verbal)
- Customer service
- Multi-tasking
- Networking
- Planning, Organizing, and coordinating
- Problem Solving
- Time Management

ASSET

- 18 years and above
- Accountable
- Confidential
- Friendly, respectful, emphatic, non-judgemental, open minded, understanding, and supportive
- Innovative
- Proactive
- Reliable
- Proficient in MicroSoft Office and Google Applications
- Team Player
- Understanding of inner city Communities

BENEFITS:

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



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Submitting an Application

The Spence Neighbourhood Association highly encourages Indigenous People, Newcomers, People of Colour, women, members of the 2SLGBTQ* community, residents of the West End, and individuals with lived experience, as it pertains to this role, to apply.

While this position is full time, you can choose to volunteer part time as job sharing would be considered

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

To Apply	
Deadline	Until the position is filled.
Submit Resume to:	Attn: Abimbola Irabor, Admin Coordinator Email : admincoordinator@spenceneighbourhood.org