



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 is the first point of contact when an individual, family, organization, business, service provider, community group, or stakeholder connects with SNA at 615.

Location: 615 Ellice Avenue.

Time Commitment: Approximately 2-10 hours; monthly.

Available Times: 9:45 am - 12:30 pm or 1:30 pm - 4:15 pm

Available Dates:

- Tuesdays
- Wednesdays
- Thursdays

Duties & Responsibilities:

- Answer the phone, check voicemail, forward messages, and return calls
- Greet guests and participants in a dignified, positive, and professional manner
- Connect guests to SNA staff, activities, events, initiatives, programs, locations, and community resources
- Other duties as assigned

Skills & Qualifications:

- 18+ years
- Communication (listening, interpersonal, written, non-verbal, and verbal)
- Friendly, respectful, empathic, open-minded, and supportive
- Adaptive and flexible
- Innovative and solutions-oriented
- Proficient in Microsoft Office and Google applications
- 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
- Expand your skills and experiences
- Improve and be a part of community
- Retain and sharpen current skills