



# Saturday Reception - Volunteer

## POSITION, DEPARTMENT

You are the first point of contact for the family access clients and staff on Saturdays at our YW Family Access program.

## WHAT MOVES YOU

You enjoy being a gate keeper. You are cool under pressure and are confident at ensuring clients are safely admitted into our Family Access program. You enjoy balancing daily administrative tasks with interactions with clients.

## WHAT YOU'LL DO

Act as the initial point of contact for family access staff and clients

Ensure clients use the appropriate building entrances and exits

Perform your duties in a professional manner which includes telephone etiquette, and in person communication with clients.

Perform a variety of administration tasks including fee collection

Be ready to respond to possible security issues and possible emergency situations by following YW protocols

You can commit to volunteering for a minimum of 6 months from 8:45 am to 1:15 pm every Saturday

## WHAT YOU'VE DONE

You have previous reception experience in a Crisis Shelter environment – this is an asset

You're experienced at delivering exceptional customer service

You have well-honed skills handling difficult situations

You're skilled at communicating effectively with a diverse clientele

You can work with limited supervision

You are skilled at Microsoft Office suite

**If you want to volunteer to change lives, we want to meet you.**

Apply today to [volunteer@ywcalgary.ca](mailto:volunteer@ywcalgary.ca)