

# WELCOME DESK RECEPTIONIST - VOLUNTEER

## VOLUNTEER – WELCOME DESK RECEPTIONIST

Voted one of Maclean’s Top 100 Charities of 2020, YW Calgary provides preventive and restorative services to women and their families to help them thrive. YW is committed to support people experiencing domestic violence, advocating for mental health, and enabling women’s economic prosperity.

As the first ambassador for when people enter the YW, this role plays a critical part in greeting people, understanding what their needs may be, supporting them in making the right connection or direction referral and providing assistance when the client/public needs are not clear. This position collaborates as part of a team in support and delivery of the front reception and effectively communicates to ensure client/public and YW service delivery success.

## WHAT YOU NEED TO BE A VOLUNTEER

- Resume and application (Interviews will be done)
- Police Check including a Vulnerable Sector Check Search clearance; Child Intervention Clearance
- Time commitment: one 2-2.5 hour shift each week. Shift times are weekdays between the hours of 9:15am to 3:30pm.
- Proof of vaccination against COVID-19

## WHAT YOU’LL DO

- Greet and/or direct people as they enter through the front door
- Receive and direct donors and donations using Resource Development’s practice and protocol
- Answer YW switchboard and direct calls to the appropriate individuals or programs
- Provide information on Gift in Kind donations and refer donors to the right contacts
- Intake donations and ensure donation forms and fundraising collateral at the Welcome Desk
- Support courier arrangements as needed
- Support the public on YW donation opportunities and fundraising activities
- Notify YW team members upon guest arrival
- Serve as backfill for team member’s planned and unforeseen absences

## DETAILS & SKILLS REQUIRED

- Strong customer service skills
- Proven ability to work independently
- You approach work and others through the lens of equity, diversity and inclusivity
- Ability to adapt readily and respond to various customer needs or changing environments
- Ability to handle high pressure situations
- Quick to learn new processes, programs and procedures.

## WHY VOLUNTEER?

- Experience working in a non-profit
- A reference letter will be provided upon request
- Professional development opportunities
- Valuable training in First Aid, ASIST provided

## SHIFTS AVAILABLE

- Mornings: (9:15 am to 11:45 pm)
- Lunch: (11:45am to 1:30pm)
- Afternoons: (1:30 pm – 3:30 pm)
- ***This position works at the front reception and will experience high volume of inquiries and interruptions.***

YW Calgary is committed to providing an equitable, diverse and inclusive workplace where all employees, clients and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education, and/or disability, feel valued and respected.

**Interested in volunteering? We want to meet you.**

<https://www.ywcalgary.ca/work-with-us/#fusion-tab-volunteer>

Apply today at [BetterImpactLink](#)

YW Calgary requires volunteers to be fully vaccinated. Where the volunteer has not obtained the vaccine, the volunteer will be considered on an exceptional case by case basis; YW Calgary will adhere with its obligations under the Alberta Human Rights Act.