

VOLUNTEER RECEPTIONIST

POSITION:	Volunteer Receptionist
POSITION REPORTS TO:	Stewardship Coordinator
TYPE:	Part-Time Volunteer, in-person
HOURS OF WORK:	1-3 days per week from 9am-4:30pm excluding holidays
PURPOSE OF POSITION:	Volunteer Receptionist will be responsible for supporting various administrative projects and day-to-day duties for the organization.
POSTING DATE:	November 1 st , 2022
OTHER:	A police Vulnerable Sector Screening and proof of full vaccination is required by the successful candidate prior to volunteering.
CLOSING DATE:	Ongoing

About Yellow Brick House:

Yellow Brick House is a non-profit charitable organization dedicated to providing services to women and children who have experienced violence and abuse. Yellow Brick House provides emergency shelter, counselling and supportive services to abused women and their children in York Region. Services are provided within a confidential environment that facilitates empowerment to help women and their children to rebuild their lives.

Summary of Position:

Under the supervision of the Stewardship Coordinator, the Receptionist will be responsible for supporting various administrative projects and day-to-day duties for the organization. Such responsibilities include greeting visitors, receiving donations, answering all incoming calls and directing calls to appropriate staff members, maintaining inventory of office supplies, sorting mail, preparing shipping labels. The Receptionist must demonstrate a commitment to serving Yellow Brick House clients and to upholding the Yellow Brick House mission. Ensure cleanliness of office areas for staff, visitors and clients. This position is ideal for an individual with strong organizational, interpersonal and verbal communication skills.

Responsibilities:

1. Greet visitors
2. Receive donations
3. Fax and photocopy documents
4. Answering phones/door
5. Sort and disseminate mail
6. Prepare outgoing packages
7. Ordering and disseminating office supplies
8. Office organization/meeting planning (for internal meetings)
9. Prepare information packets
10. Special Projects (As assigned by the Stewardship Coordinator)

Requirements:

1. Experience in Microsoft Office including MS Word, Excel, PowerPoint, Access, Outlook.
2. Excellent verbal and written communication.
3. Experience with handling phone calls, email correspondence. Excellent customer service skills.
4. Demonstrated ability to prioritize projects and multi-task in a fast-paced working environment.
5. Knowledge of working with multicultural communities and women's rights issues.
6. Excellent interpersonal skills, honest communication, positive attitude and ability to carry a professional tone.
7. A "clear" police vulnerable sector screening is required.
8. Proof of full vaccination.

Skills learned from volunteering:

1. Training on CRM system Donor Perfect
2. Project Planning
3. Volunteer coordination
4. Mission, Vision and Values of Yellow Brick House
5. Knowledge of working with multicultural organization and gendered based violence issues

Please submit resume providing your interest in applying to this position in confidence to volunteering@yellowbrickhouse.org