



Front Desk Volunteer Job Description

Action Read is a non-profit, community-based adult and family literacy organization dedicated to improving the literacy and numeracy skills of Guelph adults and families. A front desk volunteer may be the first point of contact that a caller or visitor has with the organization. At all times, they must demonstrate a warm, professional and helpful attitude.

Responsibilities:

- Uphold Action Read's Commitment to Service Charter and Organizational Values
- Be familiar with the full range of Action Read programs and services
- Be familiar with the contents of the Front Desk Manual. Follow the duties & procedures outlined within it, such as the Action Read Security Guidelines and the Privacy Policy
- Greet visitors, tutors and learners when they enter the centre. Ensure visitors get the help they require in a timely manner. Ensure tutors and learners complete the Sign-In Book
- Answer the phone. Take and record messages as needed
- Help learners one-on-one on the computers and in signing out books from our library
- Help learners with accessibility challenges with a range of tasks such as accessing washrooms, getting coffee, etc., as appropriate
- Monitor the volume level in the centre and report challenging situations to staff
- Model and maintain healthy boundaries
- Help staff with small administrative tasks, when requested

Time Commitment:

A commitment of 3 hours per week is required

Qualifications:

- Must be 19 years of age or older
- Willing to undergo the application and volunteer screening process, including a Level 3 police records check and front desk training
- Very good written and verbal communication skills
- Calm and able to prioritize when faced with multiple demands at once
- Knowledge of computers, adaptive technologies and software an asset, but not required
- Committed to lifelong learning

Benefits:

- The opportunity to directly help and support learners and volunteers
- The opportunity to build your resumé by gaining job-related skills and experience
- The opportunity to access other Action Read community projects, workshops and events such as holiday parties, picnics, and volunteer appreciation nights
- Meet new people and feel more connected to your community
- Be part of a supportive and positive volunteering environment



Staff Support and Communication:

Front Desk Volunteers have access to ongoing staff support and resources throughout their volunteer term. Staff are available to problem-solve and share ideas around any challenges they may experience, as well as to make connections to program and services beyond Action Read. Staff will meet with volunteers on a minimum quarterly basis. Information sharing about opportunities, volunteer workshops and events are sent out by email, with hard copies posted on the front desk bulletin board. Action Read believes that supportive and open communication is essential for a positive volunteer experience.

Evaluation:

Volunteers may request feedback on or an evaluation of their performance at any time.

Review Process:

Staff are responsible to review the Front Desk Volunteer Job Description biannually, or as needed.

Approval Date: June 2017

Review Date: June 2019

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