

FRONT-DESK RECEPTIONIST

VOLUNTEER POSITION

Duties and responsibilities:

Front desk receptionists provide phone and walk-in reception for the clients, associates and staff of the Richmond Multicultural Community Services (RMCS). Duties include operating a multi-line phone, maintaining call records, providing basic information about the organization and directing clients to the appropriate department. Front-desk shifts are flexible within RMCS office hours (Monday to Saturday, 9 am to 5 pm and Wednesday 9am -9pm). Volunteers may select from four 2-hour shifts per day, minimum one 2-hour shift per week (if still available); no maximum.

Required Skills:

- Advanced oral and written English
- Daytime availability
- Ability to communicate in a positive, polite and respectful manner
- Ability and initiative to perform duties under minimal supervision

Additional Skills:

- Ability to communicate effectively with different cultural groups
- Ability to use a multi-line phone
- Ability to use a computer for data entry, word processing and internet search

BENEFITS OF VOLUNTEERING:

- Office Procedure: Learn basic office procedures and an opportunity to improve your typing computer skills
- Networking and Personal Development: Meet different people, make friends, gain self-confidence
- Reference Letter: After 30 hours of service, volunteers are eligible for a recognition certificate and reference letter
- Resources: You will know the community better and contribute to the community
- Job Search: You can work on resume modification, cover letters and continue with your active job search with the help of our labour market counsellors
- Opportunities: Get involved in the community by attending and volunteering for RMCS activities, workshops and special events.
- Job opportunities will increase while volunteering as job listings will be emailed to you.

Please contact our Volunteer Coordinator for more information on Volunteer opportunities

Richmond Multicultural Community Services
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Richmond BC V6Y 3Z5

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