

## **Customer Service & Front Desk Ambassador- Volunteer position**

### **Volunteer Description & Summary**

The Corner is a multi-purpose community space that services as a hub that is accessible to all St. James Town residents, where residents can access variety of services such as health, employment, housing, settlement services, and seniors program and after school programs. The space can be utilized community space for a variety for needs. The Corner aims to improve the health, well being, quality of life and personal development of St. James Town Community residents.

The customer service and front desk ambassador acts as our first point of contact to the community and must be a positive and helpful representative of the St. James Town Community Corner (The Corner). The customer service/ front desk ambassador provides general administrative support to the entire team. The work involves a high degree of communication with the staff and clients.

### **Duties and responsibilities**

- Greets visitors; provides information
- Answers and directs incoming calls; retrieves and distributes messages
- Assist clients with computer and fax usage & printer
- Able to follow rules, procedures and staff instructions
- Performs general administrative duties

### **Skills required:**

- Welcoming, friendly and polite manner towards visitors and clients
- Willingness to help out with a variety of tasks
- Willingness to support the aims of the event
- Ability to show initiative
- Ability to use a computer for data entry, word processing and internet search
- Good organizational skills and communication skills

### **Orientation and Training:**

Required to attend orientation and ongoing trainings during the volunteer period.

Time Commitment:

For these positions we require a 3-month commitment, and a minimum 3 hour shift per week to a maximum of 9 hours per week (e.g. 2-3 shifts). The shift time will be decided upon with the volunteer and The Corner.

**Benefit for the volunteer:**

- Can gain needed volunteer hours and certificate
- Gaining personal development experience
- The satisfaction of knowing you are making a valuable contribution to your community
- Increased awareness, understanding, and appreciation of other cultures
- Networking and building references
- Building resume
- Increased customer service skills
- Opportunity for training and skill development

*If you would like to be part of The Corner please walk in,*

St. James Town Community Corner  
200 Wellesley St. East  
Toronto, Ontario M4X 1G3

*Or Send your resume to*

[info@stjamestown.org](mailto:info@stjamestown.org)  
[opportunities@stjamestown.org](mailto:opportunities@stjamestown.org)

*Or Call*

Ph: [416 964 6657](tel:4169646657)

Our volunteer coordinator will contact you.....