

The Salvation Army Community and Family Services
66 Swayne St., Cobourg ON
905-373-9440

Position Description: Receptionist (Volunteer)

Purpose: First contact person at the front desk and telephone to help and direct calls for those in need and others inquiring about our services.

Skills Required:

- A calm and caring personality
- Able to handle multiple tasks and inquiries during busy times
- Excellent organizational skills
- Excellent interpersonal skills and desire to work well with others
- Able to accurately take and record information
- Initiative to “pitch in” when others need help
- Excellent telephone skills
- Willingness to take direction

Position Responsibilities:

- Answer the telephone and answer inquiries as much as possible then directing calls to others as required.
- Checking for phone messages first thing in the morning and throughout the day and returning those calls.
- Booking appointments and maintaining the appointment book for the Director and Front Line Workers
- Manage the Good Food Box applications and payments
- Keep track of volunteer hours
- Assist with seasonal programs: (Summer Sandwich Program, Backpack Program, Coats for Kids, Christmas Hamper Program)
- Assist other volunteers with food distribution, packing shelves, cleaning etc.