



## Front Desk Coordinator

<b>Department:</b> Operations	<b>Staff Support:</b> Receptionist
<b>Purpose:</b> To provide a friendly to welcome residents and visitors and be the positive first impression of Brenda Strafford Centre	
<b>Position Duties</b> <ul style="list-style-type: none"> <li>• To greet residents and visitors to the Centre while ensuring security standards are met</li> <li>• Provide office support including answering the phone, filing, data entry, etc.</li> <li>• Assist residents with appointments, guests, deliveries, etc.</li> </ul>	
<b>The Ideal Person for this Role is</b> <ul style="list-style-type: none"> <li>• Warm and welcoming, open minded and non-judgmental</li> <li>• Comfortable working in a culturally diverse environment with a diverse group of people</li> <li>• Comfortable answering phones and with basic computer use</li> </ul>	
<b>Training</b> <ul style="list-style-type: none"> <li>• 2 hour Brenda Strafford Society volunteer orientation</li> <li>• 2 hour role specific training</li> <li>• Continuous training on various topics</li> <li>• Police Record Check with Vulnerable Sector Check</li> </ul>	
<b>Time Commitment</b> <ul style="list-style-type: none"> <li>• Minimum 2 hour shift bi-weekly</li> <li>• Available shifts are Mon-Fri between 8am and 4pm</li> </ul>	
<b>Benefits to Volunteer</b> <ul style="list-style-type: none"> <li>• Making a difference in the lives of women and children who have experienced trauma</li> <li>• Networking with others with similar interests</li> <li>• Improving administrative and communication skills</li> </ul>	
<b>Contact Information</b> <ul style="list-style-type: none"> <li>• Volunteer Coordinator Nikki Knopp 403-270-7240 Ext. 117 n.knopp@brendastraffordsociety.org</li> </ul>	
<b>Growth Potential:</b> <ul style="list-style-type: none"> <li>• Front Desk Lead</li> <li>• All other Volunteer Roles</li> </ul>	<b>Complimentary Volunteer Roles:</b> <ul style="list-style-type: none"> <li>• Donations Station</li> </ul>