



700 D'Arcy St. N #20 Cobourg, ON K9A 5T3
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www.rcys.ca

Volunteer Positions

Title: Volunteer Front Desk Representative

Number of positions available: up to 5

Hours per week: 3+

VISION

All children and youth have the opportunity to grow to their fullest potential. Their success is our priority.

Position Summary:

Volunteers in this role will provide a very important first point of contact at Rebound; creating a safe and welcoming environment at the front desk for the children, youth and families is extremely valuable to our guests. In addition, this role will provide general information to walk-ins as well as complete some administrative tasks. Primary hours are from 2pm to 5pm Monday to Friday.

Responsibilities:

- Reports to the Volunteer Intake and Placement Coordinator (VIPIC) and/or Volunteer & Tutoring Coordinator.
- Meets on a regular basis to share information with the VIPIC and the Volunteer and Tutoring Coordinator, when required.
- Manages the front desk and other duties according to the Task List (attached).
- Complies with the policies and procedures of Rebound with regards to confidentiality, dress code and use of photo ID badge.

Skill Set:

- Good communication skills and organizational skills.
- Knowledge of computers – Microsoft Office programs

Requirements:

- Successful completion of Vulnerable Sector Check/Criminal Record Check

Front Desk Attendant -Task List

Specific duties to be fulfilled are as outlined below:

- Greet visitors upon arrival in a friendly and helpful manner.
- Ask what the visitor needs help with; information or to speak with a specific staff member.
- Ask visitor to sign his/her arrival time in the guest book.
- Answer any other general questions posed by visitor or find someone who knows the answer.
- Invite visitors to have a seat while waiting and ask if they care for a drink or snack.

- Assist visitor in preparing drink if required.
- Inform staff member that their client has arrived.
- Inform visitor of location of the washrooms.
- Remind visitor to record his/her departure time in the guest book.
- Ensure coffee pods, sugar/sweetener packets, stir sticks & cups are stocked in the Keurig area.
- Fill snacks bowls as required.
- Help visitors with making tea, getting water, milk or cream.
- Stock inventory of floor pamphlets/resource materials.
- Keep inventory of and assemble Tutor Training Manuals as required.
- Maintain and Update Volunteer Criminal Reference Checks (CRC) & Declarations Form, contacting volunteers needing to complete a new CRC at least 1 month in advance, and volunteers needing to complete Declarations at least 2 weeks in advance.
- Maintain library books in an orderly fashion.
- Wipe program chairs & tables, and sweep floor, if required. Push in chairs.
- Lower blinds when the sun shines in guest's eyes.
- Support Volunteer Tutors in the program area as required.
- Prepare snack (cheese & crackers) for specified number of students attending afternoon tutoring.
- Place juice and cups for snack on counter.
- Put away or dispose of all snack leftovers and place dirty dishes in dishwasher.

If you are interested in the above position, please send your please send your letter of interest to Pam Powell by email at: ppowell@rcys.ca or drop it off at: 700 D'Arcy St. N., Cobourg, ON.