



## JOB POSTING

(Internal / External)

### Reception Volunteer

Reception volunteers welcome people to Marpole Neighbourhood House and provide visitors with information about programs services. Reception members also answer a multi-line telephone, transfer calls to appropriate staff, and assist with general office duties as need.

#### **Start Date: Immediately**

**Terms: Monday – Friday, 4 hour shifts, morning or afternoon**

Office Hours – Monday to Friday 9-5.

#### **Duties and Responsibilities:**

- Answer a multi-line telephone system, transfer calls to appropriate staff members
- Provide information to visitors and as needed, refer visitors to the appropriate staff member
- Maintain the confidentiality of client information
- Track statistics
- Tidy and maintain reception area
- Photocopying/Faxing
- Data entry
- Knowledgeable about MNH house programs and services

#### **Qualifications and Skills Required:**

- A high school diploma is generally required, but high school students are encouraged to apply
- Excellent verbal communication skills
- Friendly, positive, professional demeanor
- Ability to work with people of different backgrounds
- Clear Criminal Record check
- Second language is an asset

Submit resume and cover letter to Tracy Treat, Administrative Coordinator,  
Admin@marpolenh.org

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