

VOLUNTEER CENTRE

POSITION : RECEPTION AGENT

For 30 years, the YWCA Legal Information Clinic has been serving hundreds of people each year. Clients have access to confidential one-on-one consultations (by appointment only) with volunteer lawyers and notaries who have expertise in various fields including family, criminal, housing, and labour law, as well as immigration.

The Legal Information Clinic is looking for a reception agent to greet clients one evening per week.

Key tasks and responsibilities

- Greet clients;
- Manage payments;
- Introduce clients to the lawyer;
- Enter data in the scheduling agenda;
- On occasion confirm clients' appointments by phone.

Position requirements

- **Knowledge** : Speak and understand French and English (an intermediate level is sufficient)
- **Practical Skills**: Be resourceful, know how to manage money, feel comfortable making phone calls.
- **People Skills**: The ideal candidate is patient, kind and welcoming with the clientele.

Volunteer conditions

- Minimum commitment of 6 months.
- Commit to working voluntarily for 2.5 hours every week.
- Meet with the Volunteer Center manager for an interview.
- Take a small training course with the Clinic's manager.
- Sign a confidentiality contract.

Type of position and schedule

Regular; one night a week (to be specified) from 4:45 to 7:15pm (unless the clinic is cancelled)