

VOLUNTEER POSITION: RECEPTION AGENT – COMMUNITY ACTIVITIES

The **YWCA Montréal** is a place for multicultural and multigenerational exchange aiming at meeting the needs and interests of women, girls and families in the community to promote their health, well-being and personal development.

The YWCA is looking for volunteers who will be welcoming participants to the community activities. In addition to basic administration tasks, the volunteers will greet guests, listen to them and direct them if needed.

Key tasks and responsibilities

- Warmly welcome anyone who presents themselves at the reception;
- Be available to discuss with clients and answer questions;
- Direct the clients to the appropriate room, program or resource;
- Complete administrative tasks (entering data, filing documents, etc.);
- Be available for the needs of the activity animators;
- Answer and make calls;
- Any other tasks requested by the Coordinator.

Requirements

- **Knowledge:** Be bilingual (French and English), be familiar with Microsoft Office (Word, Excel and Outlook).
- **Know-how:** How to communicate with a diverse clientele, set priorities, have a good sense of organization, feel comfortable on the phone.
- **Soft skills:** To have good interpersonal skills and the ability to listen (essential qualities). Be welcoming, patient, empathic, tolerant, organized and open-minded.

Conditions for volunteering

- Complete a small training at the start;
- Commit to at least one full activity season (9-14 weeks) once a week;
- Communicate with your supervisor on a regular basis.

Type of position and schedule

Part time regular position, from Monday to Thursday, once a week (be available at least 3 hours between 10 am and 7 pm. The sessions: autumn (September to November), winter (end of January until end of March) and spring (mid-April until mid-June).