



Position Description

POSITION: Reception/Office Administration Volunteer

REPORTS TO: Directly- Volunteer Coordinator

POSITION SUMMARY:

The purpose of this position is to assist our staff with answering phones and basic office work that needs to be done.

Your primary assistance will be needed in our reception area but you may be asked to assist in other departments. We need mature Volunteers who have professional telephone skills, good computer and organizational skills and attention to details.

PRINCIPLE ACCOUNTABILITIES:

- Weekly commitment: 2 hours weekly
- Answering phones and providing basic information
- Redirecting calls as needed
- Ensure safety measures at SPHS as well as offsite location policies are implemented at all times.

POSITION REQUIREMENTS:

Skill:

- You must be able to work independently
- Computer skills
- Knowledge of the SPHS
- Compassion for animals
- Reliable and punctual
- You must be able to follow direction.
- You must be able to work on your own.
- Must be comfortable interacting with people.
- Excellent oral and communication skills.
- Project a positive company image.

WORKING CONDITIONS:

- Works in both climate controlled temperature conditions.
- Works in areas with strong odours and high noise levels in regards to barking and other animal related noises.
- Works with some risk of injury on slippery floors.

VALUES:

The volunteers must demonstrate ability to work effectively with others by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of volunteer work progress, timetables and issues; and, addressing problems and issues constructively to find mutually acceptable and practical business solutions.

In addition to the duties listed above, the Centre expects the following of each volunteer: adhere to SPHS volunteer policies and procedures; works in a safe manner; acts as a role model within and outside the Centre; performs duties as workload necessitates; maintains a positive and respectful attitude; communicates regularly with supervisor about department issues; consistently reports for volunteer role on time prepared to perform duties of the position; participates in KWHS events as needed or required; and, completes other duties as assigned.

The above statements are not intended to be an all-inclusive list of the duties and responsibilities of the position. Rather, they are intended only to describe the general nature of the job.