



Role Description for Volunteer Receptionist

Purpose: To provide a welcoming environment for all who connect with Five Oaks – on the phone, in person and electronically.

Duties & Responsibilities:

- Answer all phone calls – addressing questions and/or forwarding messages
- Check messages on the phone, and follow up with appropriate action
- Greet guests to Five Oaks when they arrive on site.
- Redirect guests to appropriate staff or volunteer for inquiry follow-up.
- Handle membership inquiries including completion and filing of paperwork, and forwarding of all fees to financial advisor.
- Represent Five Oaks in a professional and pleasant manner.
- Other duties as assigned by the Executive director.

Skills, Knowledge, Behaviour:

- Strong, clear communication skills
- Strong customer service skills
- Knowledge of and passionate for Five Oaks
- Computer literacy a benefit
- Works well within a team environment

Prerequisites: • Alignment of the Vision and Mission of Five Oaks

Accountability:•Executive Director

Time Commitment:

•2 – 4 days a week (Monday – Friday)

•March – December

Resources Available:

Orientation and Training

Staff support

Sharing time in a sacred setting

Being part of the Five Oaks Story

Working with a team of dedicated staff and volunteers who share daily chapel time and coordinated lunches

Expectations:

- Days scheduled to work are fulfilled
- Phone inquiries are handled in an efficient and friendly manner
- In person visits are greeted with a smile and a helping hand
- Follow up to inquiries is communicated within 1 hour
- Paperwork is completed and filed in a timely manner – preferably within one day
- Five Oaks is represented in a professional and pleasant manner.

If you feel called to this role, please contact director@fiveoaks.on.ca.

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