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## **Position Title: Volunteer Receptionist at IRCOM**

### **Purpose**

The volunteer receptionist provides additional support to the administrative team and other IRCOM staff teams. Members of the administrative team provide administrative program support to tenants, program participants and staff across several sites. The Volunteer Receptionist position serves as the initial point of contact for all visitors to IRCOM and response to all inquiries from general public via phone, email and in-person. Together, the Administration team provides seamless communication, scheduling and administrative support to the IRCOM staff team

### **Position Summary**

The Volunteer Receptionist operates in IRCOM's main offices as part of our administrative team during the lunch hour. Coverage is during the lunch hour, with some flexibility

### **Duties and Responsibilities**

- Answer, screen and forward all incoming calls to correct department by maintaining phone systems, and assist with general inquiries
- Welcome and assist all office visitors, ensuring a safe and clean reception area and staff kitchens
- Assisting with office sanitizing schedules throughout the day
- Be available to receive deliveries
- Organize, schedule and prepare program spaces for meetings, ensuring they are safe, sanitized and welcoming to staff and guests
- Ensure paper and food products are accessible and well-maintained
- Facilitate safety of participants, volunteer and staff by following security procedures and by monitoring and controlling front door access and visitor sign in
- Support participants and program staff in use of technologies (computer, copier, phones)
- Follow all applicable IRCOM policies and procedures
- Perform other duties as assigned by Operation Manager to designate

### **Time Requirements**

This position requires volunteers to come 2-3 times a week for 2 hours. The minimum time requirement is 3 months.

## **Skills and Qualifications**

- Must be friendly and approachable
- Experience with Microsoft Office applications; Outlook, Word, Excel, PowerPoint
- Superior customer service and organizational skills
- Strong written and oral English communication skills
- Demonstrated experience working in a fast paced, multi-tasking environments
- Ability to work as a team player as well as take initiative and work with minimal supervision
- Experience with troubleshooting computer, printer and phone technology issues
- Must be 18 years or older
- Present a current Criminal Record Check and maintain a clear Child Abuse Registry Check
- Demonstrate the qualities and value IRCOM seeks for all our staff and volunteers

## **Desired Qualifications**

- Knowledge of a language other than English is an asset, not required
- Newcomer and refugee experience
- Prior experience serving newcomers to Canada

## **Orientation and Training**

- Volunteer Receptionists must participate in a general orientation to IRCOM's mission, objectives, values, and programs.
- Volunteer Receptionists must participate in an onsite training with the current administrative team
- Volunteer receptionists are encouraged to participate in other trainings offered to IRCOM volunteers throughout the year. You also have the option to request specific trainings you come across that are relevant to your position with IRCOM.

## **Supervision**

Volunteer Receptionists are under the direct supervision of Administrative staff but can also expect to interact regularly with, and be held accountable by, Volunteer and Community Services Program (VCSP) staff. VCSP staff should be considered a supportive resource for volunteers.

## **Supporting Policies**

Please refer to IRCOM's Volunteer Handbook, which can be found online.

## **Working Conditions**

Office setting, some work requires the volunteer to be active and help escort tenants, contractors and other visitors around the building.

## **Benefits**

- A chance to build relationships and support newcomer families
- A chance to learn about other cultures and share your own
- Chances to experience new activities
- The chance to develop your own communication and leadership skills
- Participate in volunteer recognition events held throughout the year
- Reference letter provided after 3 months of consistent volunteer service
- Access to all of IRCOM's internal job postings

**To apply for this position, please fill out IRCOM's online application form at <http://bttr.im/otznj> or contact the VCSP staff team at [nourane@ircom.ca](mailto:nourane@ircom.ca) by phone at 204-306-9890. *Please indicate on your application your interest in this position.***