



## **Reception/Administrative Assistant**

The Welcome Centre is structured to meet the particular needs and settlement goals of newcomers and immigrants. Whether people call in or walk in, the best way to navigate multiple services is through Case Management. This is the way a contact registers as a client at the Welcome Centre and is introduced to all the possible services that are relevant to achieving their settlement goals. The Welcome Centre staff assists clients to prioritize their needs in order to define appropriate action steps. Through a process of active listening and guided conversation, the Welcome Centre Receptionists assesses client's needs to direct and refer them to internal and external services offered through the wide range of Associate Partners that provide settlement services, language assessment and employment supports.

### **Volunteer Duties and Responsibilities**

Volunteers are to:

- Warmly greet and welcome all visitors and clients to the Welcome Centre
- Assist with the implementation of administrative policies, procedures and protocols
- Perform basic clerical duties such as: photocopying, printing, sorting and filing documents
- Provide information to clients and the public regarding program/community resources
- Gather information on resources available to support and meet various client needs
- Assist Welcome Centre staff with ensuring reception and resource centre area are kept organized and stocked with appropriate office supplies

### **Qualifications**

- Excellent customer service skills and proficiency in speaking and understanding English
- Welcoming and warm demeanour that creates an inclusive and safe environment

- Knowledge of relevant and appropriate services that support newcomers and immigrants to settle and adjust to life in a new country
- Ability to work sensitively with culturally diverse populations, possess an understanding of issues, concerns and barriers facing newcomers
- Demonstrate interpersonal communication and computer proficiency with MS Office
- Well-groomed appearance and appropriate business casual clothing