

**Volunteer Role:** Reception

**Time Commitment:** Minimum six month commitment; half day (3.5 hour) shift/ week

**Role Description:**

First impressions create lasting impressions! We are looking for volunteers who understand how important it is to provide a warm and responsive welcome. The MCRS office is the main hub where our clients receive help. Answering phones, welcoming clients, performing basic office tasks, and supporting our staff encompasses a valuable team role that enables us to meet the needs of refugee claimants and their families on a daily basis. The Volunteer Receptionist at MCRS:

- Greets visitors, clients making them feel safe and welcome
- Greets volunteers upon arrival and oversees the sign-in process
- Answers telephone and responds to enquiries by receiving, directing and relaying telephone messages
- Directs clients and the general public to the appropriate staff
- Updates notice board
- Photocopies and scans documents
- Conducts research as needed
- Maintains front office and meeting rooms

**Goal of the Position:** MCRS is seeking motivated, high quality volunteers who can create last impressions.

**Requirements:**

- High level of English proficiency
- Second language is preferred, but not required
- Commitment to a minimum of 6 months of service
- Moderate to high level computer literacy
- Compassionate and empathetic
- Ability to work independently and with minimal supervision
- Commitment to the values and mission of MCRS
- Available to attend an orientation session

**Benefits of Volunteering at MCRS:**

- Learn office procedures
- Receive a reference letter after 80 hours of volunteer service
- Understand the network that helps refugees in the community
- Get involved in the community by attending and volunteering at MCRS special events and activities
- Learn to work individually and as a part of a team
- Gain experience working with vulnerable populations

Please send you application along with you resume to [volunteer@mcrs.ca](mailto:volunteer@mcrs.ca)