



## Volunteer Job Description Donation Desk Ambassador

- Position Summary:**
- Front line point of information about the Christmas Bureau
  - Collect and receipt donations at a satellite venue according to Christmas Bureau policies
- Responsibilities:**
- Provide accurate information about the Christmas Bureau
  - Accept donations and write appropriate receipts
  - Act in goodwill on behalf of the Christmas Bureau
- Skills and Qualifications:**
- Ability to operate in a position of trust
  - Attention to detail and accuracy
  - Neat and legible writing
  - Ability to communicate in a clear and concise manner
  - English is the primary language; however, a second language is always beneficial
  - Non judgemental
  - A caring and giving attitude
  - Liability issues regarding handling cash requires that this position have applicants of legal age
  - A youth applicant may be considered when working with someone of legal age
  - Business casual attire is preferred
- Time Commitment:**
- One two hour orientation session (late November)
  - Be available for at least one shift per week to during the period December 1 to December 24
  - Shifts are generally four hours in length; however, depending on the location, they may be shorter
- Training Provided:**
- Orientation meeting (two hours) – late November
  - On site training is provided at first shift
  - Ongoing supervision, training and support are provided
- Immediate Supervisor:**
- Donation Desk Team Leader
- Benefits:**
- Opportunity to 'Share the Spirit of Christmas'
  - Networking opportunities with other volunteers
  - Opportunity to meet and talk with the Edmonton Community
  - This is an ideal position for individuals who wish to enhance their verbal communication skills
- Location:**
- Various shopping malls throughout the City of Edmonton from December 1 to 24
  - Typical mall locations are: Kingsway Mall; West Edmonton Mall; Commerce Place; Bonnie Doon Mall; Southgate Centre
  - Roving locations are also scheduled.
  - Volunteers will choose / be assigned to mall location
- Outcome:**
- Donors receive receipts and are thanked for their donation
  - All questions regarding the Christmas Bureau and partners are dealt with in an appropriate manner
  - The Christmas Bureau is viewed by those that pass by and stop by as a professional organization
  - Volunteers have a positive, rewarding and fun experience