



Volunteer Job Description Donation Desk Team Leaders

Position Summary:

- First line supervisor, coach and support for Donation Desk Ambassadors
- Schedule, train and supervise Donation Desk Ambassadors at Edmonton shopping malls according to Christmas Bureau policies
- Ensure that donation desk locations are properly stocked as prescribed by Christmas Bureau staff
- Act as liaison between the Donation Desk Ambassador and the Christmas Bureau staff

Responsibilities:

- Schedule Donation Desk Ambassadors for their assigned location through Volgistic
- Provide location specific training
- Provide on going support to the Donation Desk Ambassadors with regards to questions and issues that arise at their specific location
- Communicate with other Team Leaders and Donation Desk Ambassadors to ensure that donation desk are properly stocked with information, displays and tools/equipment
- Provide accurate information about the Christmas Bureau
- Communicate with the Volunteer Coordinator on a continual basis
- Attend Team Leader meetings
- Act in goodwill and good faith on behalf of the Christmas Bureau

Skills and Qualifications:

- Ability to operate in a position of trust
- Attention to detail and accuracy
- Access to a computer (for scheduling) and email (for communication updates)
- Excellent organizational and communication skills
- Ability to work in a busy and changing environment
- Ability to work as a team (three Team Leaders are assigned per location)
- Knowledge of the donation desk duties and responsibilities is an asset
- Flexibility and ability to 'pick up the ball' is an asset
- Non judgemental
- Own vehicle is preferred as multiple visits to the assigned mall location may be required
- A caring and giving attitude
- Business casual attire is preferred

Time Commitment:

- Team Leader group orientation (early November)
- Scheduling and calling Donation Desk Ambassadors occurs in November
- On site training, coaching and supervision December 1 to 24 (shifts are developed between the three Donation Desk Team Leaders)
- Flexibility to be 'on call' for any issues that arises at the assigned location
- Attendance at one of the Donation Desk Orientation Sessions (late November)
- Donation Desk Team Leader Wrap Up meeting (early January)

- Training Provided:**
- Team Leader Orientation Meeting (early November)
 - Ongoing training and support is provided by the Volunteer Coordinator
 - Ongoing communication from the Volunteer Coordinator
- Immediate Supervisor:**
- Christmas Bureau Volunteer Coordinator
- Supervises:**
- Donation Desk Ambassadors at assigned location
- Benefits:**
- Opportunity to 'Share the Spirit of Christmas'
 - Networking opportunities with other volunteers
 - Opportunity to enhance ones organizational, communication and supervisory skills
 - This is an ideal position for individuals who wish to supplement their resumes' with practical supervisory skills
- Location:**
- Donation desks are located at various shopping malls throughout the City of Edmonton
 - Typical mall locations are: Londonderry Mall; Kingsway Mall; West Edmonton Mall; Commerce Place; Bonnie Doon Mall; Southgate
 - Roving locations are also scheduled
 - Team Leaders will choose and be responsible for one mall location
 - Travelling to the mall and training locations will be required
- Outcome:**
- Donation Desk Ambassadors have the information and tools required
 - 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