



## Volunteer Job Description Walk-In Days Front Line Attendant

- Position Summary:**
- Directing client to next available intake station.
- Responsibilities:**
- Welcomes clients at the front of the line.
  - Ensures clients have completed their application form.
  - Explains the process to the clients regarding the interview process, the hospitality process and where they will pick up their gifts.
  - Picks up the clipboards and pencils from the clients and ensures they get back to the Greeters.
  - Assigns clients to open intake stations.
  - May need to ask for an Interpreter should there be a language barrier.
- Skills and Qualifications:**
- Patience and understand.
  - Non judgemental.
  - The ability and willingness to talk and interact with a variety of individuals.
  - Ability to communicate in a clear and concise manner.
  - Able to work in stressful busy environment.
  - Ability to be assertive with individuals as required.
  - Ability to work with confidential information and to operate in a position of trust.
  - A caring and giving attitude.
  - This position requires the individual to be mobile and on their feet for their entire shift. Comfortable foot wear is a necessity.
- Time Commitment:**
- December 22 and 23 – Walk-In Days
  - Average shift is 4 hours
- Training Provided:**
- Orientation at Walk-In Days
- Immediate Supervisor:**
- Walk-In Days Intake Coordinator.
- Benefits:**
- Opportunity to 'Share the Spirit of Christmas'.
  - The knowledge and sense of satisfaction that one assisted a large segment of the Edmonton community at their time of need.
  - Networking opportunities.
- Location:**
- Amiskawicy Academy – 101 Airport Road (Walk-In Days location).
- Outcome:**
- Every client is dealt with in a pleasant, professional manner.
  - Every client is served in a swift and compassionate manner.
  - That the volunteer experience be a positive, fun and fulfilling one.