



## Volunteer Job Description Walk-In Days Number Caller

- Position Summary:**
- Responsible to ensure that client receives the correct services.
- Responsibilities:**
- Matches Certificate Envelope with Toy Bag
  - Calls out client card number
  - Has client sign Gift Certificate Issuer Verification Information form
  - Monitors clients in the waiting area to ensure clients are being attended to
  - Keeps distribution area tidy, free and clear
- Skills and Qualifications:**
- Experience in dealing with people in need
  - Able to work in a busy environment
  - Patience
  - Able to handle stressful situations
  - A positive and friendly demeanour
  - Comfortable foot wear and casual clothing is a necessity.
- Time Commitment:**
- Walk-In Days are December 22 and 23
  - Average shift is 4 hours
- Training Provided:**
- Orientation at Walk-In Days
- Immediate Supervisor:**
- Shift Captain
- Benefits:**
- Opportunity to 'Share the Spirit of Christmas'.
  - Work as part of a team
- Location:**
- Amiskawicy Academy – 101 Airport Road (Walk-In Days location).
- Outcome:**
- That the clients be served in a swift and compassionate manner and that the volunteer's experience be positive, fun, and fulfilling
  - That the volunteers have a positive and rewarding experience.