



Reception Ambassador Role Description			
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Reports To: Manager Administration & Governance
Recruited by: Staff

1. Principles

The United Way Perth Huron (UWPH) Volunteer Ambassador supports staff by professionally assisting visitors to the United Centre. This is a key member of UWPH's front-line team and provides the first point of contact for the public and all tenants of the United Centre.

2. Key Responsibilities

2.1. Front Desk

- 2.1.1. Answers and directs phone calls in a courteous and efficient manner.
- 2.1.2. Ensures media calls are given priority and refers them to the Executive Director and in their absence the designated staff member.
- 2.1.3. Greets visitors to the United Centre courteously, ensuring that they have signed-in and out. Directs them to the appropriate agency and/or staff member.
- 2.1.4. Maintains a daily communications book to keep other volunteers and staff informed of those in/out of building, meetings in process, expected visitors, press releases, special needs etc.
- 2.1.5. Works co-operatively with staff and volunteers requesting/receiving/giving assistance and work-related relief in a team spirited manner that is always courteous and professional.
- 2.1.6. Accepts donations, (received through mail and walk in and workplace envelopes) issues temporary receipts to donors who "walk in".

2.2. Mail

- 2.2.1. Distributes incoming mail and faxes according to tenant/staff instructions.
- 2.2.2. Processes outgoing mail daily and delivers to postal outlet as required.
- 2.2.3. Processes outgoing courier packages in a timely fashion.
- 2.2.4. Date stamps all items left "for pick-up" and follows up on any that are over a week old.

2.3. General United Centre Facility Tasks

- 2.3.1. Keeps the reception area clean and tidy so it looks "welcoming" to visitors.
- 2.3.2. Maintains bookings schedule for the large and small boardrooms
- 2.3.3. Ensures meeting rooms are tidy prior to and following any bookings

- 2.3.4. Prepares coffee and beverages for meetings if requested
- 2.3.5. Ensures that doorways are clear of snow or debris and that the planters are kept attractive and watered as needed.
- 2.3.6. Maintains the lost and found by contacting owners where items can be identified or tagging with the date found and leaving them in the lost and found box.

3. Requirements

- 3.1. Superior communication skills
- 3.2. Excellent telephone manner
- 3.3. Maintains a high standard of professionalism when interacting with volunteers, tenant agencies, visitors/clients, and staff members.
- 3.4. Computer literacy would be an asset

4. Training Provided

Orientation and support will be provided by the Manger Administration & Governance

5. Time Commitment

Normally 3 to 4 hour shifts during the hours when the United Centre is open (currently 9:30am – 4pm). Availability for one or two shifts a week would be ideal but not necessarily.