

Key Responsibilities of the RDDC Volunteer Receptionist - December 2022

(Temp – to be updated)

- Answering and directing phone calls and phone messages appropriately.
- Directs individuals to the RDDC website for online giving, as well as, to fill out volunteer application form for those interested in serving at the Centre. Advising them that Theresa will be in touch once they have completed that process.
- Welcomes and attends to visitors who come into the Centre.
- Facilitates coffee pick-ups – make note of who picked up, how many bags, and whether it was dark roast for medium roast (ask to see their confirmation to verify. *If they can't provide it ask Theresa or Bobbi.*

Key Qualification: Honors confidentiality – particularly the names of the clients in the Centre.

Phone Extensions: (most common)

Bobbi – 1002

Theresa – 1004

Paul – 1006

(Case Manager) - 1007

Sandy (intake) – 1008