



# CSC Volunteer Profile

## Receptionist (CFTC)

### Position Summary:

Centre for the City Receptionist provides critical first welcome over phone, in person, and email to newcomers during open office hours. Most importantly, they enjoy life-giving, learning conversations with people of all faiths, ages and cultures, and are able to proactively and creatively take initiative in problem solving situations.

### Duties & Responsibilities:

- Answer the phone, take messages, and direct to appropriate help
- Welcome new visitors with warmth and care, listening to determine needs, and directing to appropriate resources, both at CFTC and elsewhere in the city
- Work with CFTC staff to respond to email requests for information.
- Be knowledgeable about and help newcomers to access CFTC programs and events
- Greet regular visitors and intentionally develop relationships with them
- Be proactive in ensuring an environment of safety, trust, and respect in the CFTC area
- In quiet times, provide administrative, community and event support as needed

### Time Commitment:

- Weekly (9:00am-12:00pm), Monday, Tuesday or Thursday
- Weekly (12:00 – 3:00 pm) Monday, Tuesday or Thursday

### Qualifications & Requirements:

- Understanding of, and agreement with, the CSC Statement of Faith, Mission and Pursuits
- Christ-like love and respect for new immigrants/people of other faiths and cultures
- Prior immigrant serving and/or intercultural life experience is an asset
- Attitude of curiosity, openness, patience and flexibility. Prior knowledge or interest in learning about resources for new immigrants and refugees
- Ability to speak Spanish is an asset

# Gifts:

Administration, Discernment, Hospitality, Service