



- Domestic Violence and Sexual Assault Services
- Strategies to End Gender-Based Violence
- Crime Victims Services

Job Title	Front Office Assistant
Job Type	Volunteer/unpaid
Purpose	To assist office staff by answering phones and providing clerical support during day or evening hours
Responsibilities	<ul style="list-style-type: none">• Answer phones and direct calls• Greet visitors• Photocopy• File• Prepare mailings• Light typing and data entry• Perform other duties as assigned
Qualifications	<ul style="list-style-type: none">• Familiar with and comfortable using (willing to learn) phone systems• Computer and typing skills• Strong interpersonal and communication skills• Ability to work both independently and as part of a team• Flexible and willing to work on a variety of tasks• Willing to work in an environment where clients may be in distress• Required to sign confidentiality agreement
Location	Main Office
Reports to	Office Manager
Hours	Mon–Fri: mornings (9 am – 1 pm) or afternoons (1 - 5 pm) Mon-Thurs: evenings (5 - 9 pm)
Duration of Assignment	Ongoing and year-round
Training Provided	General orientation by the Coordinator of Volunteer Services On-site training by Office Manager and Support Staff