

# Volunteer Position Description

<b>Title</b>	<b>Computer Resource Room Assistant</b>
<b>Purpose</b>	Assist clients with preparing resumes, cover letters and other job search related documentation. Answer general internet and email questions. Photocopy resumes and other materials for clients and assist clients with faxing and telephone as necessary. Help clients find employment prospects as necessary using the computer or other resources. Link clients up with community resources that will aid them in their job search and improve the quality of their life.
<b>Skills, Attitudes, Knowledge</b>	<ul style="list-style-type: none"> <li>• Working knowledge of resume writing skills and of computer operations, job search.</li> <li>• Good command of English language</li> <li>• Good interpersonal skills and enjoy working with people</li> <li>• Ability to work under minimum supervision</li> <li>• Dependable, courteous, helpful, friendly and a team player</li> <li>• Volunteers should be individuals who would like to support others with their job search or self-training efforts.</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Keep a record of your hours / report your hours</li> <li>• See Suggested Activities</li> </ul>
<b>Responsible To</b>	<ul style="list-style-type: none"> <li>• Bob Fry &amp; Weihong Wu – LPCRC coordinators</li> </ul>
<b>Time Commitment</b>	<ul style="list-style-type: none"> <li>• Monday to Saturday shifts available</li> <li>• One 3 to 4 hour shift once a week</li> </ul>
<b>Suggested Activities</b>	<ol style="list-style-type: none"> <li>1. Open and or close computer room –turning on/of computer equipment</li> <li>2. Identify yourself as a volunteer “on duty” and actively greet all users</li> <li>3. Identify new and regular users</li> <li>4. Register and orientate new users as necessary</li> <li>5. Assign computers to users and make sure that the users use the user sign-in book</li> <li>6. Monitor computer and printing usage</li> <li>7. Help users with setting up resumes, cover letters and other job search documentation using Microsoft Word and Winway Resume</li> <li>8. Help users with general computer tasks such as copying and moving files, making folders</li> <li>9. Help users with emailing and internet</li> <li>10. Help users with faxing and using the phone as necessary</li> <li>11. Photocopy items for users as needed</li> <li>12. Restock printer with paper as needed</li> <li>13. Assist in the training of new volunteers</li> <li>14. Keep track of the types of questions that users ask in a log.</li> <li>15. Report to the coordinator if the computers are not working</li> <li>16. Report to the coordinator if the users are in violation of conditions of use</li> <li>17. Report to the coordinator if an incident happens in the resource centre.</li> <li>18. Attend your shift as scheduled and on time</li> </ol>
<b>Personal Benefits</b>	<ul style="list-style-type: none"> <li>• Meet new people</li> <li>• Reference letters</li> </ul>
<b>Requirements</b>	<ul style="list-style-type: none"> <li>• Police reference check</li> <li>• 1 month commitment before any support / reference letters are issued</li> </ul>
<b>Orientation &amp; Development</b>	<ul style="list-style-type: none"> <li>• Volunteers will receive an ½ hour orientation of the RTC; as well as a 2 hour orientation of the specific program (hours will be counted as volunteer time)</li> <li>• Special workshops for volunteers are available.</li> </ul>