

## FSU Volunteer (Red Squad) – Job Description

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### Title

Fanshawe Student Union (FSU) Volunteer

### Reports To

Student Life Coordinator

### Summary

FSU Volunteers will provide assistance at various Fanshawe Student Union programs and events on campus, help new students, develop skills, be a part of a fun team, and contribute to student life on campus. Responsibilities of the FSU Volunteer includes, but is not limited to: Carrying or creating displays, unloading/loading vehicles, setting up events, delivering and organizing materials, distributing packages, answering questions, record keeping.

Minimum 5 hour per month commitment required.

*\*Note: As volunteers may be required to work outdoors, they should be prepared to dress appropriately for the weather.*

### Core Competencies

- Customer Focus
- Communication
- Energy & Ability to work under pressure
- Team Work
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Ethics and Integrity

### Job Duties

- Provide friendly and professional customer service to students
- Learn more about the FSU and its programs and events
- Proudly represent and promote the FSU and build good rapport with students and staff
- Meet and greet new people and students
- Provide a safe and welcoming environment for all
- Follow health and safety rules and policies
- Clean and organize designated area as requested
- Work collaboratively and follow directions by the designated FSU Coordinator
- Commit to selected volunteer time frame
- Performs other duties as required

## Requirements

- Fanshawe student
- 'Can-do' attitude
- Familiarity with the FSU
- Reliability
- Creativity
- Excellent customer service and communications skills
- Good organization and accurate record-keeping skills
- Maturity and responsible decision making skills
- Willingness to take initiative
- Ability to multi-task
- Ability to work in a team environment
- Respect confidentiality
- Attend FSU volunteer orientation

## Work Conditions

- Manual dexterity required to use desktop computer and peripherals
- Bending, lifting, pulling, pushing, standing, and walking