



## **Volunteer Job Description**

### **Market - Guest Services Greeter**

#### **About The Mustard Seed**

The Mustard Seed is a non-profit organization devoted to fighting hunger and restoring faith in Greater Victoria. We provide many crucial services for people in need. From food to friendship, we aim to meet the physical, relational, and spiritual needs of the whole person. Our operations are nearly 100 percent community funded; these include the region's largest and most accessible Food Bank, the Food Security Distribution Centre serving 60+ organizations in the capital region, Family back-to-school and Christmas supports, Hospitality programs, services at Hope Farm Healing Centre as well as Church services.

#### **Job Summary**

Guest services volunteers are essential for the continued operation of the Mustard Seed's food bank. The volunteers in guest services are the first to welcome members of the community into the Mustard Seed, and it is important for volunteers to be kind, inviting, and nonjudgmental. For many guests, especially those using the food bank service for the first time, it can be a vulnerable and emotional experience. The greeter welcomes guests into the building and shows them where to go once they have entered. They are responsible for paying close attention to what is going on around them, keeping in mind the order in which guests arrive to ensure that there is no confusion about who is next to enter the Market Place, which is especially important on busy days, and notifying guests of when they may enter. The greeter also maintains pace for the intake desk attendants to ensure that they are helping as many people as possible without becoming overwhelmed or falling behind on important paperwork.

#### **Key Responsibilities**

- Greeting and welcoming guests
- Directing guests to the intake desks
- Monitoring the Market Place and letting guests know when they may enter
- Maintaining good flow between the intake desks and the Market Place
- Tidying up the guest services area as needed
- Helping guests to pack up their food and assisting with the door as needed
- Keeping a record of guests who use our trolleys to transport food from the Market to their vehicle
- Answering guests' questions & referring them to staff if necessary
- monitoring the community for potential problems & alerting staff

#### **Required Training/Skills**

- Acceptable criminal record check
- Must have excellent communication skills
- Must have excellent command of English language
- Must have good observational skills
- Must be able to multitask
- Must have good attention to detail
- Must have good organization skills

- Must be comfortable interacting and connecting with people from all walks of life
- Must be comfortable with the possibility of conflict
- Must be good at working within a team
- Must be open minded and nonjudgmental
- Should have some de-escalation skills

**Benefits**

- Be the welcoming face for guests, offering kindness and support during a vulnerable time.
- Enhance communication, multitasking, organization, and de-escalation skills.
- Work closely with staff and volunteers to ensure smooth operations.
- Gain hands-on experience in conflict resolution and maintaining a well-organized guest flow.
- Make a meaningful impact by creating a safe and supportive environment for those in need.
- Lunch provided by the Mustard Seed's own chef

**Reporting to:** Market Support Worker

**Length of Commitment:** Minimum of 6 months

**Probationary Period:** 3 months

**Hours:** one shift per week, from 8:30am-1:30pm Mon-Fri with some flexibility

**Location:** 625 Queens Ave , Victoria

**Position Created On:**

**For more information contact:**

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