

**Volunteer Position Description**  
**Beat-the-Heat Program - Community Work**

**PURPOSE:** To serve cold beverages and snacks to community residents during the summer months.

**LOCATION:** The Hub, 2660 Eglinton Avenue East, Scarborough, ON, M1K 2S3

**TIME COMMITMENT:** 3 to 4 hours each afternoon (12noon or 12:30 pm start-time).  
Clients are served between 1-3 pm, Monday to Friday.

**REPORTS TO:** Laura Mckim, Community Hub Coordinator.

**SKILLS / QUALIFICATIONS:**

- Good customer service and interpersonal skills.
- Ability to prepare and serve beverages and snacks.
- Ability to set up/clean up table for service.
- Ability to follow procedures for cleanliness and sanitation.

**DESIRABLE CHARACTERISTICS:** This position requires an individual who is friendly, patient, enjoys helping people compassionate, self-motivated, and possesses excellent customer service skills.

**RESPONSIBILITIES:**

- Prepare and serve beverages and snacks
- Interact and engage with clients, community residents and program participants
- Keep café area clean and tidy
- Clean up and put everything away and close Cafe.

**ORIENTATION & TRAINING:** Training provided by the Hub Coordinator.  
Must complete the online training modules provided by Coordinator of Volunteer Engagement.

**BENEFITS:** Volunteers will gain valuable experience working with the community, providing customer service and through working within a team. Volunteers will gain knowledge about community services and programs, how a community center functions and information about Safe Food Handling.