

Volunteer Position Summary and Purpose

Diploma Frame Volunteers play an important role in ensuring a smooth and special convocation experience for the newest members to the UVic Alumni Association! Diploma Frame Volunteers are responsible for framing diplomas at convocation based on graduate requests, and providing friendly customer service to new graduates, family members and other convocation attendees. Proceeds from the diploma frame sales go towards UVic Alumni Association programs that support students and recent grads.

Major Duties and Responsibilities

- Set up framing station and ensure all supplies required for diploma framing are adequately stocked (includes transporting and organizing frames)
- Provide timely, professional and friendly customer service to graduates, family members, and other convocation attendees
- Confirm each customer's order and payment, and prepare the correct frame for each order
- Frame diplomas carefully and in a timely manner, based on graduate or family member order(s)
- Help graduates and family members navigate through the diploma framing process and direct customers to ensure the lines move smoothly
- Maintain tidiness of framing station and recycle empty boxes during quieter times
- Provide feedback and suggestions on how to improve the framing process and customer experience to the Alumni Relations Office

Skills and Competencies Required

- Positive and outgoing with a commitment to providing timely, professional and friendly customer service
- Able to work independently and in a team
- Able to multi-task, problem solve and work within a fast-paced environment
- Effective verbal communication skills
- Strong attention to detail required
- Volunteer experience considered an asset

Expectations

- Volunteers must watch the framing video in advance of their shift
- Dress code: business casual, closed toe shoes, clean and tidy appearance
- Volunteers are expected to arrive 15 minutes before their volunteer shift begins to sign in and receive direction
- Volunteers must bring their own water bottles to stay hydrated



DIPLOMA FRAME VOLUNTEER

Position Description

Time Commitment

- Volunteers are required to commit to at least one framing shift (3-4 hours), however multiple shifts are encouraged
- Additionally, volunteers can sign up to be on stand-by in case more volunteers are needed for certain shifts

Physical Requirements

- This role requires standing and/or sitting for long periods of time (3-4 hours)
- Some repetitive tasks, such as framing techniques and organizing frames
- Heavy lifting of objects less than 40 lbs. may be required (lifting boxes of frames and materials)

Supervision and Staff Partnership

- On-site Convocation Supervisor will be the primary contact for volunteers
- Convocation Supervisor will provide direction and training
- Alumni Relations staff members will be available for support

Benefits

- Light snacks will be provided at each volunteer shift, to be enjoyed during less busy times
- Diploma Framers who volunteer for 1 shift will receive a \$10 top-up on their ONECard (or equivalent value gift card)
- Diploma Framers who volunteer for 2 shifts will receive a \$25 top-up on their ONECard (or equivalent value gift card)
- Diploma Framers who volunteer for 3 or more shifts will receive a \$50 top-up on their ONECard (or equivalent value gift card), plus swag from the UVic Bookstore (proportional to the number of additional shifts)
- Meet UVic students, alumni and staff and make new friends
- Gain experience in customer service, event logistics and team work
- Enjoy the excitement of convocation and make a difference in the lives of graduates on their special day!

[**SIGN UP TO VOLUNTEER HERE**](#)