

THE SALVATION ARMY

ONTARIO CENTRAL- EAST DIVISION

TASK LIST

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| **Actual Job Title: Kettle Worker** | **Generic Job Title: Christmas Kettle Worker** |
| **Ministry Unit:** | **City and Province: Ontario** |
| **Hours of Work:**  vary | **Regular Work Schedule:** vary |
| ***(Insert Ministry Unit Mission Statement and/or Value Statement if applicable)*** | |

**PURPOSE:**

The purpose of the expectation task list is to identify and clarify what management expects from the incumbent. The following expectations and tasks will be part of the annual performance appraisals; your merit increase will be based on the level of performance in each of the following areas.

Expectations may change year to year and both parties should use the annual performance appraisal to determine realistic and equitable goals and outcomes for the upcoming performance year.

**Expectations & Task LIST**

**Kettle** **Worker** **(Bell** **Ringer)** **Expectations:**

The following are expectations of appropriate behaviour, appearance and dress while working at a kettle.

***Above all, kettle workers (bell ringers), whether volunteer or paid, should consider themselves representatives of The Salvation Army in Canada.***

**Demeanour/Behaviour while on duty**:

• Be friendly, respectful and polite to all donors and passersby.

• Smile, make eye contact, and try to make a connection with as many potential donors as possible.

• Be punctual and committed to working during each assigned shift.

• Not eat, read, smoke or use mobile phones while overseeing a kettle.

• If possible, stand while on duty.

• Avoid obstructing the flow of traffic at any kettle location.

• Comply with requests from store managers and owners – for example, moving locations, not ringing the bell, etc. The Salvation Army relies on the support of retail partners to ensure the continued success of the Christmas Kettle Campaign. At no point should a kettle worker (bell ringer) challenge a retail partner’s directions about the location or activity at the kettles. If issues arise, the kettle worker (bell ringer) should immediately contact their supervisor.

• Refrain from speaking to media without receiving prior approval from their supervisor or administrator. If approached by a reporter, respond with, *“I’m sorry. I’m not the best person to respond to your questions. I’ll be sure to let the appropriate person know when I’m done with my shift,”* or similar.

• Never leave a kettle unattended – for any length of time.

• Ring the provided kettle bell while on duty, unless specifically requested to stop by retail partners or others in authority.

**Appearance** **and Dress:**

• Be clean, presentable and dressed in a manner consistent with Salvation Army values and standards.

• If a uniformed Salvationist, wear the uniform according to established standards.

• If not a uniformed Salvationist, wear the vest or other apparel provided by their supervisor for the duration of their shift.

• Maintain appropriate and professional hairstyles.

• Be prepared for adverse weather conditions if working outdoors.

• Refer any questions about appropriate dress to a supervisor.

**Dealing** **with** **donors:**

• Use common sense about conducting appropriate conversations or engaging with donors and passersby. Working at a kettle is not an opportunity to air personal opinions or grievances. It is important to remember that kettle workers (bell ringers) are representing The Salvation Army.

• After someone makes a donation, respond only with *“Thank you”* and/or *“God Bless”* and/or *“Merry Christmas.”* Kettle workers (bell ringers) may politely offer donors any handouts that have been previously approved for distribution.

• If a donor asks how their money will be used, respond with the following suggested response: *“All money raised in the kettles will be used for social service programs in the local community,”* or similar.

• If a donor requests a receipt, kindly state that receipts are not available at the kettle but will be mailed to the donor. The kettle worker (bell ringer) should provide the donor with a slip of paper and ask them to write down their name, address and amount donated. If the donation is cash, the kettle worker (bell ringer) should confirm the amount on the slip of paper. The slip of paper should then be placed in the kettle.

• Be familiar with the area where their kettle is located so that they can answer some common questions that donors or passersby may have.

• If a passerby is belligerent or has negative comments about The Salvation Army, do not engage in discussion or debate. A suggested response is, *“I’m sorry you feel that way and I’ll pass along your complaint. Merry Christmas.”* or similar.

**Kettle** **Safety/Security:**

The Salvation Army takes the safety and security of its kettle workers (bell ringers) and donations seriously. Therefore, numerous steps are taken to ensure overall security of the program:

• Each kettle should be securely fastened to the heavy iron stand with a padlock and chain.

• Only open the kettle when safely back on Army property and in the presence of two unrelated individuals designated for that purpose. It is critical that at least two unrelated people control and participate in the opening of all kettles, counting and recording of funds donated. This is for the protection of the individuals involved, as well as monetary security.

• Whenever possible, kettle workers (bell ringers) should transport, pick‐up and drop‐off kettles in pairs to ensure the safety and security of themselves and the kettles.

• Store money collected from all kettles in a safe until it can be deposited. Deposit funds on the next business day.

• While a kettle worker (bell ringer) is on duty, it is their responsibility to oversee donations, meaning they should never leave the kettle unattended. If a worker needs to excuse themselves, they must co‐ordinate with their supervisor to ensure that an appropriate person is attending the kettle in their absence.

• Kettle workers (bell ringers) are to refrain from handling cash or other donations in the kettles.

If specifically requested to deposit cash into the kettle, workers are to do so immediately in the presence of the donor.

• If a kettle worker (bell ringer) is approached by someone intending to steal money or otherwise accosted, they should seek a safe location and call for help

**The above responsibilities are to be discharged in accordance with The Salvation Army’s Mission Statement, in a professional manner, exemplifying Christian standards of conduct.**

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Employee Corps Officer/Executive Director **FACILITY NAME FACILITY NAME**

**FACILITY LOCATION FACILITY LOCATION**

Ontario Central East Division Ontario Central East Division

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Date Date