



## **Relate Derby & Southern Derbyshire**

### **Volunteer Receptionists Job Description**

#### **The Role**

Volunteer receptionists assist in the day-to-day operation and smooth running of the office. The role includes administration, methodical working, working to instruction, dealing with clients (both face-to-face and via the telephone), making clients refreshments and other general duties.

#### **Person Specification**

1. Experience of general office duties and administration.
2. Experience working with and supporting others.
3. IT experience (especially Microsoft Office/e-mail/database) is desirable.
4. Ability to deal with basic financial procedures (e.g. operating credit card machine).
5. Excellent communication (verbal and written) and interpersonal skills.
6. Ability to work to deadlines.
7. Ability to work on own initiative.
8. Good sense of humour.

#### **Main Duties and Responsibilities**

1. To take incoming phone calls from clients and others.
2. To maintain and support manual client booking system.
3. To greet clients and offer them refreshment.
4. To assist the Office staff and counsellors in the smooth running of the office.
5. To deal directly with members of the public, volunteers, Trustees and other professionals.
6. To keep appropriate (filing/computer) systems as necessary.
7. To adhere to centre policy, guidance and procedures as directed.
8. To complete activities/functions as necessary and as directed by the Centre Manager which reasonably fit within the remit of the post.