



VOLUNTEER POSITION DESCRIPTION — RECEPTIONIST

1. POSITION OBJECTIVE

To provide a high standard of customer service to people contacting or visiting the agency.

2. DUTIES AND RESPONSIBILITIES

1. Greet people visiting Community Support Frankston
2. Answer the telephone, assess the nature of the call, transfer calls and take messages
3. Where appropriate, inform clients of the agency's requirements for assessment
4. Where appropriate, inform clients about other agencies that may be able to assist
5. When needed, assist clients complete required documentation
6. Inform the appropriate worker when their appointment has arrived
7. Make appointments for clients where appropriate
8. Supervise the Receptionist's Assistant and/or Trainee
9. Perform general office duties as directed, including use of PC and fax machine, register of incoming and outgoing mail, monitoring public access computers
10. Be aware of and adhere to Community Support Frankston policies and procedures
11. Abide by the agency's Code of Ethics

3. PERSONAL ATTRIBUTES

1. Sound interpersonal and communication skills
2. Accepting of other people's values and lifestyles
3. Able to relate to people from various walks of life
4. Work within a team environment
5. Willingness to develop new skills
6. Ability to communicate skillfully with the public, both face to face and over the telephone
7. Have a non-judgmental attitude
8. Possess an interest in undertaking relevant on-the-job training
9. Able to take direction from the Manager, Operations Coordinators and staff appointed by management

4. EXPERIENCE

1. Possess life skills appropriate to the work of the agency, e.g., communication, listening and comprehension skills
2. Competent operating a PC and fax machine
3. Skilled Microsoft Office and database user
4. Capacity to manage a number of different tasks simultaneously

5. REPORTING

This position reports to the Operation Coordinators

6. TIME COMMITMENT

1. A minimum of one half day per week
2. An Operations Coordinator is to be notified before 9:00am either by email or phone if you are unable to attend your shift for that day.