

# **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.