

# FRANKSTON COMMUNITY SUPPORT & INFORMATION CENTRE INC.

## POSITION DESCRIPTION

**POSITION: Volunteer Receptionist's Assistant**

**TIME COMMITMENT:** As arranged with management.

### 1. POSITION OBJECTIVE

To assist the receptionist carry out their duties and assist in making the client feel comfortable when visiting or telephoning the Centre.

### 2. DUTIES AND RESPONSIBILITIES

#### 2.1 Key Responsibility Area – Reception

- 2.1.1 To work within the policies and procedures of the Centre
- 2.1.2 Provide assistance to the receptionist as required
- 2.1.3 Answer the telephone, assess the nature of the call, transfer calls and take messages
- 2.1.4 Organise required paperwork before client's interview by community worker and/or counsellors
- 2.1.5 Inform staff, community workers and counsellors of arrivals for appointments
- 2.1.6 Administrative duties as required by the Manager, Coordinator of Volunteers and Receptionist

#### 2.2 Key Responsibility Area – Clerical Functions

- 2.1.3 Carry out general office duties, including the distribution of incoming and outgoing mail, filing, photocopying and use of facsimile equipment

### 3. SELECTION CRITERIA

#### 3.1 Essential

- 3.1.1 Possess literacy and writing skills
- 3.1.2 Be able to relate to people from various walks of life
- 3.1.3 Be accepting of other people's values and lifestyles attitude
- 3.1.4 Be able to work within a team environment
- 3.1.5 Be willing to develop new skills

- 3.1.6 Have the ability to deal skillfully with the public, both face to face and over the telephone
- 3.1.7 Have a friendly, courteous manner with clients and staff
- 3.1.8 To be able to take direction from Manager, Coordinator of Volunteers and staff appointed by management.
- 3.1.9 Possess interest in undertaking relevant on-the-job training
- 3.1.10 Be able to have a non judgmental attitude

**3.2 Desirable**

- 3.2.1 Possess various life skills appropriate to the work of the Centre, e.g. communication, listening skills and be clearly understood by the client and staff
- 3.2.2 Experience with word processing packages or databases

**4. HOURS OF WORK**

- 4.1.1 As arranged
- 4.1.2 Coordinator of Volunteers and/or Manager is to be notified by 9.00 a.m. if unable to attend work place