



JOB DESCRIPTION

Front Receptionist

Program:	Administration/Corporate
Reports to:	Manager: Office and People
Term:	Ongoing
Hours/week:	6 hours per week (9:30am-4:00pm)
Location:	The Centre for Volunteering, Level 3, 40 Gloucester St, The Rocks NSW 2000

Overall Description:

The Centre for Volunteering is the peak body in NSW which promotes and supports volunteering and community participation. The Centre includes Volunteering NSW, its service delivery arm, and the National School of Volunteer Management (SVM), a registered training organisation.

The Centre for Volunteering is a not-for-profit organisation with over 40 years' history which provides leadership on volunteering issues in NSW. The Centre connects people and organisations to enrich the community through volunteer referral, training, resource development, as well as information and education services.

As the friendly first point of contact for organisation this role is responsible for managing the switchboard and looking after the reception area.

Volunteer duties and responsibilities:

- Answering all incoming telephone enquiries and connecting enquiries with appropriate members of staff
- Providing information in a friendly and efficient manner
- Checking voicemail
- Emailing inter office messages
- Logging and distributing all incoming mail
- Entering data into Microsoft Access and Microsoft Excel
- Respond to general enquiries using pre-formatted emails
- Other administrative duties as required

Training:

- Reception training: Training on the use of telephone switchboard, handling enquires and Microsoft Outlook
- Other ad hoc training and use of Microsoft office as required

Relationships to this Position:

This position reports to the Manager, Office and People, and will work with other team members such as the Referral Receptionist and Interviewers in the Volunteer Referral Service to ensure the smooth running of services.

Information:

Reception hours are between 10:00am-4:00pm. The position holder may start at 9.30am to open reception and check voicemail. Reception volunteers must have a lunch break (30 minutes minimum and up to 1 hour during which the lunch-mode voicemail is activated).

You should notify your supervisor as early as possible if you cannot attend on a day that you are rostered to do so, to facilitate the organisation of a replacement receptionist.

Office access:

Volunteers with ongoing roles will be provided with a key code to access the office. You must keep this code secure and confidential. If you forget your code please notify your supervisor or the Manager, Office and People.

All staff and volunteers at The Centre for Volunteering must accept and abide by all Work Health and Safety policies and must:

- Follow safe working procedures
- Be conversant with the Emergency Procedure
- Report all incidences or hazards to their supervisor or Manager: Office and People

Key Selection Criteria:

- Moderate level computer skills utilising Microsoft Office software
- Experience answering telephones
- Polite and friendly phone manner essential
- Excellent spoken English skills
- Customer service skills

I accept and understand the responsibilities and requirements of this position:

Name:

Signature:

Date: ___ / ___ / ___