

**VOLUNTEER POSITION DESCRIPTION**

|  |  |
| --- | --- |
| **Title:** | **Volunteer Receptionist** |
| **Usual work location:** | Cowper Street Goulburn |
| **Cost Centre:** | 490 |
| **Usual hours of work:** | Monday to Friday- Times Negotiable |
| **Length of Appointment** |  |
| **Position Objective:** | To work in reception, answer and transfer phones to relevant extension numbers, notify staff when clients come into reception requiring assistance, |
| **Position Responsibilities:** | Reception   * *To manage all financial transitions and in accordance with procedures* * *To maintain the agreed schedule of reception operating hours* * *To maintain and clean a presentable reception area* * *Support to maintain an environment that is conducive with the health, safety and wellbeing of customers, clients and others* |
| **Key behaviors:** | *Client Focus*  *Recognises, anticipates and focuses on specific client needs and advocates on behalf of the client.*  *Communication*  *Communicates clearly and accurately – listens to and understands the views of others.*  *Interpersonal*  *Establishes cooperative and productive relationships by understanding and responding to the needs of others.*  *Job Motivation*  *Is a self-starter and self-motivated and maintains a high level of enthusiasm for work responsibilities.*  *Reliability*  *Adheres to routine and follows instruction in order to ensure consistency in process and result.* |
| **Key skills:** | *Reception Customer Service Officer*   * Clear, pleasant, professional and confident conversation/communication skills * Sound verbal, and written communication skills * Ability to work in a team environment |
| **Key knowledge areas:** | *Customer Service Officer*   * *Sound general understanding of administration procedures and practices* * *An understanding of switchboard* |
| **Key experience:** | General office procedures |
| **Key Benefits:** | * *Skill development* * *Make a unique and vital contribution to our organisation* |
| **Qualifications:** | NIL |
| **Reports to:** | Reception Supervisor |
| **Direct Reports:** | NA |
| **Key requirements for this position:** | X Statutory Declaration  □ SafeSelect™  X National Criminal History Check  X Working With Children Check  □ Approved Parking Permit  □ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  □ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |