

**VOLUNTEER POSITION DESCRIPTION**

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| **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*
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| **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
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| **Key knowledge areas:** | *Customer Service Officer** *Sound general understanding of administration procedures and practices*
* *An understanding of switchboard*
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| **Key experience:** | General office procedures |
| **Key Benefits:** | * *Skill development*
* *Make a unique and vital contribution to our organisation*
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| **Qualifications:** | NIL |
| **Reports to:** | Reception Supervisor |
| **Direct Reports:** | NA |
| **Key requirements for this position:** | X Statutory Declaration□ SafeSelect™X National Criminal History CheckX Working With Children Check□ Approved Parking Permit□ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_□ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |