

Frankston Community Support and Information Centre Inc.

Position Description

Position: **Volunteer Receptionist**

Duration: Minimum of 12 months commitment

1. POSITION OBJECTIVE

To provide a friendly, coordinated and efficient service to the public who telephone or visit the Centre.

2. DUTIES AND RESPONSIBILITIES

2.1 Key Responsibility Area – Reception

- 2.1.1 Greet people visiting the Centre
- 2.1.2 Assist visitors to complete required documentation
- 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 and Coordinator of Volunteers
- 2.1.7 To supervise Receptionist's Assistant
- 2.1.8 Be aware and follow Centre policies and procedures

2.2 Key Responsibility Area – Clerical Functions

- 2.2.1 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 accepting of other people's values and lifestyles
- 3.1.3 Be able to relate to people from various walks of life
- 3.1.4 Be able to work within a team environment
- 3.1.5 Be able to develop new skills

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

3.2 Desirable

- 3.2.1 Possess various life skills appropriate to the work of the Centre, e.g. Communication, listening skills & be clearly understood by the client and staff
- 3.2.2 Experience with word processing packages or databases
- 3.2.3 Capacity to manage a number of different tasks simultaneously

4. HOURS OF WORK

- 4.1 As arranged
- 4.2 The Roster Officer or Coordinator of Volunteers is to be notified by 9.00 a.m. if unable to attend the work place