

## Volunteer Position Description

<b>Role Title</b>	<b>RECEPTION</b>
<b>Reports To</b>	Volunteer Support Officer (VSO) in the first instance, and/or the CDO/CDSO Overall governing body - Management Committee
<b>Time Commitment</b>	Five-hour shift - Mon – Fri 8.45am to 12.30pm (morning) and/or 12.15pm – 4.00pm.
<b>Working Environment</b>	Reception workstation  Green Initiatives- sustainable and environmental issues
<b>Key working relationships</b>	Volunteers, public, VSO, Venue Hire Officer, CDO and CDSO.
<b>Role objective</b>	To be the 'face' of WMVNC and assist front desk enquiries via face to face or va phone and manage reception tasks.
<b>Primary responsibilities</b>	<ol style="list-style-type: none"> <li>1. Comply with Centre policies, procedures and guidelines.</li> <li>2. Attend training, meetings and get-togethers as scheduled and where possible.</li> <li>3. Adhere to and demonstrate the sustainability and environmental requirements of the Centre.</li> <li>4. Manage the front desk tasks, by <ul style="list-style-type: none"> <li>• Assisting customers with enquires either via phone or face to face</li> <li>• Administrating the cash via the cash register</li> <li>• Managing the correspondence and mail collection from the post office</li> <li>• Maintaining course administration</li> <li>• Managing the centre's course/activity booking sheets</li> <li>• Managing and maintaining reception tasks and administration</li> <li>• Supporting the Venue Hire Officer with room keys and forms.</li> </ul> </li> <li>5. Other tasks as requested by CDO and/or CSDO or VSOs.</li> </ol>

<b>SKILLS, KNOWLEDGE &amp; ATTRIBUTES</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Ability to work under minimal supervision and manage time effectively</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to relate to people from diverse backgrounds</li> <li>• Previous experience in office roles and an ability to work as part of a team</li> <li>• Good organisation skills</li> <li>• Good knowledge of computers and Microsoft Office suite, especially Word, Excel, and PowerPoint</li> <li>• Be adaptable and accepting of changes or new requirements, as needed</li> <li>• Demonstrated customer service standards and principles</li> <li>• Ability to maintain confidentiality</li> <li>• Cash handling</li> <li>• Administration skills</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Ability to manage difficult situations and conversations</li> <li>• Awareness of Workplace and Health &amp; Safety and the requirements of Equal Opportunity Act and Disability Discrimination Act</li> <li>• Awareness of inclusivity and diversity of visitors and their issues</li> </ul>
<b>Mandatory requirements</b>	<p><b>SAPOL – police check</b>  <b>WWCC screening</b> - Working With Children Clearance check</p>
<b>Training</b>	

**I have read and understood this Volunteer Position Description (PD) and agree to abide by all the conditions as outlined within it. I also understand that this PD may be updated from time to time with consultation.**

Print Name (Volunteer): .....

Signed (Volunteer): \_\_\_\_\_

Date: .. / .. / ....

<b>Title of Position Description</b>	<b>Reception</b>	
<b>Approved by</b>	Name: Lucy Richardson / VSO Admin	Date: October 2021
<b>Date Reviewed</b>	2023	