

Volunteer Receptionist Role Description

What does a Volunteer Receptionist do?

Reception volunteers are the public face of Citizens Advice. They are the main link between the public and the service. As a receptionist you would greet clients and make them feel comfortable, answer phone calls and provide information on the service. During quieter periods you may, once trained, provide email advice.

What qualities do we look for?

1. An understanding of and commitment to the work of Coventry Citizens Advice.

People skills

1. Passionate and interested in helping people
2. Sensitive to other people's needs
3. Good at building a rapport with others
4. Committed to treating all people with respect and in a non- judgemental manner

Technical Skills for the Role

1. Excellent telephone manner
2. Ability to take accurate telephone messages
3. Good written and verbal communication skills
4. Working knowledge of Office 365, particularly Word, Excel and Outlook and willingness to develop and learn new software systems as required.

Time commitment

Half a day per week.