



Volunteer - Receptionist /Admin Assistant

(9am. 12pm and 12pm to 4 pm shifts)

Aims

To assist with reception duties as and when required, working alongside other volunteers and staff under the direction of the Reception Supervisor and Animal Centre Management.

Tasks and responsibilities

- To assist with enquiries via the telephone and face-to-face.
- To answer the telephone in a polite and confident manner, assisting the caller where possible or passing on the caller to someone who can help.
- To take messages from telephone callers and people visiting the centre, ensuring that all relevant information is detailed and clear.
- To complete administrative work including paperwork, filing, photocopying, faxing etc.
- To input information onto the computer.
- To promote the work of the Centre in a positive manner.
- To attend relevant training courses, as directed.
- To work alongside other members of staff and volunteers ensuring that all visitors are greeted and their enquiries dealt with efficiently.

Additional notes

If a volunteer has any concerns or questions regarding their role, they must ensure that they speak to a member of staff or the volunteer co-ordinator.
