



the
power of
humanity



Volunteer Role Description

Receptionist Volunteer

Department	Queensland Support Services
Availability	1-2 Days per week minimum 6 month committment Monday to Friday 8:30am to 4:30pm
Location	Fraser Coast
Category	Contributing to our operational work

Building an inclusive, diverse and active humanitarian movement based on voluntary service

Role purpose

We are looking for a responsible and caring pool of Volunteers to welcome and assist members of the public and staff at the Fraser Coast Office and undertake a range of front office reception functions. These roles will form part of a front reception team manned and will be mentored by our highly experienced and caring staff.

Role responsibilities

- Greet clients, visitors, staff and Volunteers on arrival, assisting with queries and providing information in a professional manner
- Answer incoming telephone calls, determining the purpose of the call and forwarding the call to appropriate personnel or take messages if required
- Ensure stakeholders, clients and visitors sign-in and out, and , and providing guidance to visiting staff and members of the public
- Provide administrative support to the Support Services team as required
- Maintain a clean, tidy and safe reception area for staff, visitors and clients

Knowledge, skills and experience

- Display exceptional customer service skills
- Comfortable interacting with a broad range of community members
- Have a friendly personality as well as having a confident phone manner (training will be given to use the switchboard)
- Demonstrate the ability to work independently and be able to think on your feet and remain calm under pressure
- Show empathy for the disadvantaged and vulnerable community members in need of support

-
- Solid administration skills and knowledge of Microsoft Office including email
 - An advanced level of written and spoken English is required for this role
-

Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
-

Learning and development

- Complete Red Cross online learning modules as required
 - Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
-

General conditions

We act always in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement

Humanity

Impartiality

Neutrality

Independence

Voluntary Service

Unity

Universality
