



CHARNWOOD CITIZENS ADVICE BUREAU Role Description – Volunteer receptionist

PURPOSE OF THE ROLE

- To greet clients as they enter the Bureau
- Make clients feel welcome
- To organise the leaflets available for clients
- To help ensure the smooth running of the Reception

MAIN DUTIES AND RESPONSIBILITIES MAY INCLUDE:-

- Welcoming clients into the Bureau.
- Keeping clients informed of waiting times.
- Informing staff that there are clients waiting.
- Checking client details on a database.
- Keeping the Reception area orderly.
- Restocking leaflets
- Researching new leaflets available
- Re-ordering leaflets
- Checking for out of date leaflets - replacing with up to date versions.
- Making sure clients are able to find the information they need easily.
- Filing
- Photocopying

PERSONAL SKILLS AND QUALITIES THAT A RECEPTIONIST NEEDS

- A commitment to the aims and principles of the CAB service, including a commitment to Equal Opportunities
- An understanding of client confidentiality and an ability to perform their duties strictly in line with Citizens Advice confidentiality policies
- To be friendly and approachable
- To be able to work as part of a team
- Able to recognise their own limits and boundaries in the role.
- Able to keep calm under pressure
- Willing to look for new leaflets and approach outside organisations
- Excellent communication skills.
- A willingness to attend monthly meetings and appropriate training
- To be organised and systematic
- To be punctual and reliable