

VOLUNTEER ROLE DESCRIPTION

updated June 29, 2009

Volunteer Role: **Receptionist**

Time Commitment: As determined by Administrator and Coordinator of Volunteer Services.

Supervisor: Administrator, **Liz Lam**
Back up Staff

Supervision Requirements:

Supervised by assigned Back up staff each shift.
See ACOL Administrative procedures 1.0 Reception for supervision requirements.

Responsibilities:

- Provide clients/visitors with a comfortable atmosphere while awaiting assistance
 - Answer telephone in a pleasant and professional manner
 - Call for exchange services
 - Provide basic HIV/AIDS information and referrals
 - Transfer calls to appropriate staff
 - Take messages when staff unavailable
 - Complete additional tasks if time allows, i.e. photocopying, faxing
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Qualifications:

- Speak, read and write clearly in English
 - Communicate effectively verbally and in writing
 - Be prepared to handle potentially difficult situations/calls
 - Be able to acclimatize easily to change
 - To be able to complete simple statistical information
 - Be able to demonstrate the ability to maintain confidentiality
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Training:

- Attend Volunteer Orientation and Basic Volunteer Education program
- Equipment- Telephone, Fax, Photocopier, postage machine
 - Shadow training with Volunteer/staff Receptionist
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Risk Level: Volunteer will always have a Back- up staff to access for assistance.

Volunteer

Coordinator of Volunteer Services

Date