



VOLUNTEER OPPORTUNITY - POST DESCRIPTION

DETAILS	
Volunteer Role Title:	Volunteer Receptionist ACCESS
Responsible to:	Volunteer Coordinator
Department:	Volunteer Services
Required Hours/Times:	Various Shifts – 9.00-1.00 or 1.00-5.00 Monday to Friday
Location:	ACCESS at Ardgowan Street

PURPOSE
<p>We depend on contributions of time and skills so that we can continue to serve patients and their families.</p> <p>As a Volunteer Receptionist within our ACCESS building you will provide a warm, friendly, and helpful welcome to our visitors. You should be comfortable answering external and internal telephone calls, and receiving and processing donations and gifts from members of the public, and showing people where meetings will be taking place.</p>

REQUIRED SKILLS / EXPERIENCE
<p>Candidates must be able to work on own initiative as will often be own their own at the reception desk.</p> <p>The ideal volunteer will have:</p> <ul style="list-style-type: none">● Excellent customer service skills and emotional intelligence● Strong communication skills and empathy● Basic IT ability and have used Google applications● Problem solving skills● Ability to be flexible and adaptive● Strong understanding of confidentiality

If you are interested in applying for this position please call the Volunteering team on 01475 726830 or email volunteering@ardgowanhospice.org