

HORNDEAN COMMUNITY ASSOCIATION (HCA)

VOLUNTEER RECEPTIONIST

ROLE DESCRIPTION

Title:	Receptionist
Location:	Merchistoun Hall Horndean
Reporting to:	Association Manager
Responsible for:	Providing reception support for the operational requirements of HCA

Key Tasks:

- Receive and welcome visitors and enquiries
- To give advice and support regarding the activities at MH and those at other local venues
- Operation of the Reception till, daily till sheets, cashing up and the collection of fees for hiring's, user groups and activities
- Operation of the main phone, the transfer of calls and taking of messages
- Take delivery of incoming mail and deal with outgoing mail
- Manager the Reception area, keep the information tidy and current
- Provide admin support regarding the records of attendees, box office sheets and daily diary

Other Duties:

- To observe all Health and Safety Regulation and to take reasonable care to promote the Health and Safety at work of themselves and fellow colleagues
- Other duties commensurate with the post and abilities of the volunteer