

## Citizens Advice Richmond

### Volunteer Opportunity - Receptionist

Responsible to the Administration and Systems Manager

#### Role Description

- Receive and welcome clients
- Ensure appropriate client information forms are completed
- Search computer database for existing client record
- To explain process and direct clients within the office
- To offer practical help and respond to client needs (eg. help with wheelchair, buggy, etc)
- To deal with clients' impatience, keeping them calm and informed, keeping waiting room tidy (toys, magazines, etc)
- To make appointments for clients (in conjunction with Support Supervisors)
- To give clients local directions (eg Benefits Agency and leaflets, subject to guidance from Support Supervisor/Administrator)
- To monitor usage of waiting room
- To undertake clerical tasks/general administration (eg. numbering leaflets)
- Other ad-hoc tasks as required

#### Person specification

- Ability to communicate easily
- Good interpersonal skills
- Ability to learn to use computer application to search for client record (training provided)
- An understanding of and the commitment to the Aims and Principles of Citizens Advice including confidentiality
- Ability to remain calm under pressure
- Articulate
- Ability to work as part of a team
- Well developed social skills and awareness
- Ability to gain understanding of work of Advisers