



## Volunteer Specification

**Title of Volunteer Role:** Volunteer Receptionist

### **Who we are looking for.....**

*Someone with the right:*

#### **Personal Qualities & Attributes:**

- Pleasant and approachable manner
- Positive and professional attitude
- Conscientious and committed to providing a high quality service
- Confidence to deal with enquiries both on the telephone and in person
- Attention to detail and accuracy
- Enjoy interacting with people and like working as part of a team
- Ability to manage personal emotions and stress
- Ability to demonstrate patience and sensitivity when responding to different and sometimes difficult situations
- Ability to follow instructions but also use own initiative
- Ability to be reliable, flexible, adaptable and accepting of change
- Professional personal appearance
- Respect for diversity

#### **Experience:**

- Previous experience of providing customer service (desirable)

#### **Knowledge & Skills:**

- Excellent verbal and written communication skills
- Understand and keep confidentiality
- Basic computer skills (desirable)

#### **Qualifications:**

- None required – on-the-job training provided

