



Front Desk Volunteer Role Description

Main purpose of role

Meet and greet clients and those making enquiries at the front desk.

Availability

The role is required on either a Tuesday or Thursday from 1pm – 4pm.

Location

The role is based at the Carers Trust Hillingdon office on Uxbridge High Street.

Key responsibilities

- To provide a warm welcome and friendly service
- Ensure all visitors and staff sign in and out when they come to the front desk
- Answering the phone and internally transfer to staff
- To treat everyone with respect, dignity and courtesy
- Be patient and empathetic to any visitors and call for an appropriate staff member to deal with the concern

Tasks

- To welcome all visitors and staff in a professional manner
- Request visitors to sign in and address their enquiry
- Answer the phone and transfer to staff members or share information accordingly (training will be given)
- Input client details onto a database (training will be given)
- Adhere to policies and procedures

Specialist skills/training/knowledge

- Good communication and interpersonal skills to be able to talk to clients
- Basic telephone and PC skills
- Show high standards of professional behaviour and appearance
- Be able to reach the venue via public transport or own transport