

Volunteer receptionist

Role title: Volunteer receptionist.

Location: Canterbury and District Animal Centre.

Number of vacancies: 2

Main purpose of role: To assist with reception duties as and when required, working alongside other volunteers and staff.

Key activities: To assist with enquiries via the telephone in a polite and confident manner, assisting the caller where possible or passing the caller to someone who can help. To take messages from telephone callers and people visiting the centre, ensuring that all relevant information is detailed and clear. To complete administrative work including paperwork, filing, photocopying, faxing etc and to input any relevant data onto a computer. To promote the work of the Animal Centre in a positive manner. To attend relevant training courses, as directed. To work alongside members of staff and other volunteers, ensuring all visitors are greeted and their enquiries dealt with efficiently.

Period of volunteering: We are looking for volunteers for everyday of the week.

Times and preferred duration of commitment: Minimum of 4 hours per week.

Experience/skills/knowledge/personal qualities: Experience working in an office or as a receptionist would be desired but not essential as training will be provided. We are looking for someone who is polite, friendly and has a good telephone manner.

Details of training provided: Full training will be provided including health and safety. Volunteers will have the opportunity to attend relevant training courses provided by the RSPCA.

For further information contact:

Beth Hixson, Deputy Centre Manager
beth.hixson@rspca-canterbury.org.uk