

**Title:** Reception Support Volunteer

**Responsible to:** Receptionist, Reception Manager, Volunteer Coordinator

**Location:** Trenmar Gardens, Kensal Green NW10 6BJ

### Overview

Mayhew is seeking a reliable, conscientious and welcoming Reception Volunteer to help assist reception with ensuring that all visitors and enquiries to Mayhew are dealt with professionally.

### Main Duties

- To answer telephone calls and advise the caller or transfer to the relevant department.
- To advise visitors of our services.
- To take any telephone messages and either call back or forward to the correct department and pass on messages.
- To promote sales of Mayhew merchandise to visitors where appropriate and operate tills and sales.

### Time Commitment Required

Shifts available:

9am-1pm, Tuesday & Thursday

One or more per week, on a weekly basis

Long term commitment preferred.

### Skills/Qualifications Required

- Excellent telephone manner and communication skills.
- Ability to work under pressure and take instructions well.
- The ability to be polite, helpful and to retain a non-judgmental attitude to the public.
- A commitment to the work of Mayhew and our policies and ethics.
- Good computer skills desirable, specific training will be provided.

### Environment and Physical Requirements

This role involves administration/customer service based tasks in an indoor reception environment. Applicants should be able to use computers/phones and speak to members of the public.

### Dress Code

Applicants should wear a volunteer t-shirt (provided) for this role.

### Personal and Professional Development

- I.T. skills gained with training provided.
- Teamwork, timekeeping, organisation skills gained/improved.
- Opportunity to meet new people with similar interests.
- Gain more confidence in the work place.
- Become involved in the community.
- Apply personal skills and experiences to help in a positive way.
- Volunteers are provided with a reference at the end of their volunteer role.

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