



RECEPTION VOLUNTEER

Introduction

The Open Age reception team helps us build the personal relationships that make our visitors feel comfortable and relaxed while we inform them of the activities we offer and help them select and book onto those that suit them best, as well as assisting in any, day-to-day, customer service issues that may arise from time to time. This is a frontline customer facing role which would suit a confident, approachable person, with good interpersonal skills and an awareness of the importance of customer service in building positive relationships with our local community.

Reception Volunteer Role

- Support and strengthen Open Age reception team to provide a high-quality customer service experience to center visitors, members and potential volunteers.
- Provide relevant, current, information that informs customer choices and helps secure appropriate courses, events and activity bookings.
- Identify any improvable gaps in Open Age reception customer service and make positive suggestions for improvements to the wider staff reception team.

Reception Volunteer Tasks

- Greet members and drop-in visitors warmly, courteously and in a way that settles any anxiety or confusion on arrival at reception.
- Provide information and guidance about upcoming activities and events, giving directions to venues and classes where needed.
- Answer telephone and email enquiries in a prompt and courteous manner, taking opportunity to promote additional events, courses and membership options where relevant.
- Record relevant member and volunteer information where appropriate in line with Open Age policies and procedures.

Reception Volunteer Commitment

- Volunteer one (3- 4 hr.) shift a week.
- Respond to Open Age volunteer communications.
- Attend Open Age volunteer meetings (min. 3 a year).
- Feedback information on volunteering hours and tasks as necessary.

The Open Age Reception Volunteer is an unpaid, voluntary role, though any appropriate out-of-pocket expenses, including travel and subsistence will be reimbursed on production of the appropriate receipts. All volunteers receive an induction to the organisation, relevant training in the volunteer role and a volunteering reference after an appropriate period of satisfactory volunteering.