

COTA VOLUNTEER ROLE DESCRIPTION



TITLE OF POSITION: Receptionist/Information Officers

CLASSIFICATION: Volunteer

DURATION: February 2017- December 2017

LOCATION: COTA office and specific offsite locations

Responsibilities and Duties: (Other duties may be assigned as appropriate.)

Serves visitors by greeting, welcoming, and directing them appropriately; notifies COTA staff of visitor arrival; maintains security and telecommunications system.

Receptionist Job Duties:

Daily

- Put out the OPEN sign at 9:00am
- Collect mail from Post Office Box 852
- Welcome and assist any visitors to Spillett House
- Answer the telephone and assist callers
- Check bathrooms – replenish toilet paper, hand towel paper & hand wash
- Check kitchen – tidy, replenish cold water in fridge, check supplies
- Check photocopier – load with paper in all trays
- Check Reception in-tray – complete any tasks
- Check Volunteers email in-box – complete any tasks
- Check quantity of COTA Events calendar in-house – print/fold extras as required
- Check COTA Events posters in-house – update as required
- Check COTA NT News in-house – print extras as required
- Check donations received – record and place in the safe

Weekly

- Place media clippings in scrapbook (Tuesdays) *If not done by other staff*

Monthly

- Update events in Outlook calendar and iBlong (last week of each month) *If not done by other staff*
- File ONE COTA and COTA NT News (bi monthly) *If not done by other staff*
- Order stationery through SBA Office National (Darwin)
- Request Stephanie or Lina to buy bathroom, kitchen supplies
- Reconcile petty cash – float is \$25

As Required

- Update mailing list on iBlong
- Coordinate distribution of COTA leaflets *If not done by other staff*
- Replenish recycled paper message pads
- Tidy up leaflet library in sitting room – replenish if necessary
- Check with Operations and Events & Communications Managers for additional tasks

Time Commitment

- Hours and days are flexible but generally Monday through Friday, between 8.30am – 2pm
- Must be available for special events and training

Organisational Relationship:

The position is responsible to the Operations Manager.

Education and Experience

- Have job-related experience, such as working in a non-for-profit organisation.

Skills

- Telephone Skills, Verbal Communication, Microsoft Office Skills, Listening, Professionalism, Customer Focus, Organisation, Informing Others, Handles Pressure, Phone Skills, Supply Management

Policies and Procedures

COTA policies apply to volunteers as they do to staff. Some examples of these policies include:

- Volunteer Policy
- Police Check Policy
- Grievance Policy
- First Aid Policy
- Work Health and Safety Policy