

RECEPTIONIST VOLUNTEER

LINE MANAGER: Lead Fundraising Administrator

LOCATION: St Luke's Distribution Centre, Plympton

DESCRIPTION OF ACTIVITIES

- To receive and welcome visitors to the Fundraising & Distribution Centre.
- To make and receive telephone calls using the switchboard and diverting calls to relevant extensions.
- To take messages for staff.
- To receive and log in deliveries and to inform the appropriate department.
- Reading the reception handbook.
- Keeping up to date with reception procedures.
- To show visitors to the correct rooms/departments.
- To help visitors with any queries they might have.
- Accept donations of clothing and furniture, contacting the warehouse staff to arrange for the donated items to be delivered to "goods in".
- Accept donations and collecting cans, ensuring that relevant forms are completed and receipts given.
- Opening and closing down of Reception (if appropriate).
- To help members of staff with post, general fundraising administration and collection can preparation.
- To contact your Line Manager should you not be able to cover your shift, giving ample notice, so that cover can be arranged.

St Luke's Volunteer Services

Tel: 01752 401172 • Email: volunteer@stlukes-hospice.org.uk

www.stlukes-hospice.org.uk