**Reception Volunteer**

**Why do we need you?**

We get as many as 4,000 telephone calls and 1,500 visitors to our Sight Centre in Truro each year. As a Reception Volunteer you would be supporting our Customer Services team to deal with these enquiries. It’s a busy and varied role with tasks ranging from answering phone calls and welcoming clients to dealing with queries and general office duties.

**What will you be doing?**

* Answering phone calls on reception
* Welcoming clients to the Sight Centre
* Checking client details on our database
* Directing queries to the relevant member of staff
* General administrative duties such as filing, scanning and shredding

**What are we looking for?**

* Excellent communication skills
* Punctual and reliable
* Good organisational skills
* Warm and friendly manner
* Good IT skills

**What will you gain?**

You will have the opportunity to:

* develop your knowledge and skills
* gain valuable work experience
* meet new people
* make an important contribution to the charity

**What’s involved?**

* This is a flexible role, with most volunteers choosing to dedicate a couple of hours each week on their chosen day (between 9am and 4.30pm, Monday to Friday).
* The volume of work can vary meaning there will be periods of time which are busier than others.
* You will need to make your own travel arrangements to and from the Sight Centre.
* Agreed travel expenses will be reimbursed.

**How to apply**

For more information about this or any of our other volunteering roles, please contact Jodi Strick on 01872 261110, jstrick@isightcornwall.org.uk.