



## **Citizens Advice East Herts Role Description and Person Specification**

### **Volunteer Receptionist**

**Hours:** 4 hours per week but flexible

**Location:** Bishop's Stortford

**Report to:** Office Manager

### **Role description**

Our Receptionists are the public face of every local Citizens Advice, managing 'front-of-house' based on the information given by the advice session supervisor. Depending on the size and resources of the local Citizens Advice, the receptionist role may be carried out by more than one person. Our receptionists carry out the following duties:

- greet our clients and other visitors
- ensure clients know what is happening and how long they have to wait
- explain the services on offer
- give clients leaflets, lists and self-help materials
- take records of the number of client visits and how long they wait to be seen
- keep the reception area tidy
- enter information into computer systems.

### **Person specification**

You don't need specific qualifications and experience but you'd need to:

- be polite when talking to people
- have basic computing skills
- have an understanding of, and commitment to, confidentiality
- be friendly and approachable
- have an understanding of discrimination or willing to learn about it
- an understanding and commitment to the Aims and Principles of the CAB service including the service's equality and diversity policies.