



## Volunteer Role: Welcome Desk Receptionist

<b>Who are we?</b>	<a href="#">Creeds Farm Living &amp; Learning Centre</a> is a neighbourhood house serving the community of Epping North & Wollert in Victoria.
<b>Role Purpose</b>	The purpose of the role of volunteer receptionist is to make community members and organisations visiting Creeds Farm Living and Learning Centre feel welcome and supported.
<b>Specific Tasks</b>	<ul style="list-style-type: none"> <li>• Greet and welcome visitors in a friendly manner.</li> <li>• Assist with inquiries.</li> <li>• Guide visitors to resources available.</li> <li>• Tell visitors what is on offer at Creeds Farm.</li> <li>• Direct visitors to the group, event, activity or meeting they are attending.</li> <li>• Give prospective venue hire customers a tour of our rooms and facilities.</li> <li>• Direct them to the website for more information or assist them with hiring a room.</li> <li>• Answering phone calls and directing them.</li> <li>• Managing pantry supplies (ensure there is enough coffee, tea, milk for staff and visitors.)</li> <li>• Ensuring the Centre is kept neat and tidy. (We have cleaning services).</li> <li>• General Administration.</li> <li>• General tasks such as taking the mail out of the mailbox, ensuring the bins have been put out, etc.</li> </ul>
<b>Skills and Qualities Needed</b>	<p>We welcome different skills and abilities. For this role, you will need:</p> <ul style="list-style-type: none"> <li>• A welcoming and friendly manner.</li> <li>• Patience.</li> <li>• Be helpful.</li> <li>• Telephone etiquette.</li> <li>• Inclusive and supportive behaviour to ensure all community members feel welcome and supported.</li> <li>• Some familiarity with using IT.</li> <li>• A willingness to learn.</li> <li>• Speaking more than one language will be beneficial to our community.</li> <li>• Initiative.</li> </ul>
<b>Commitment</b>	Monday to Friday, 09:00 - 14:00 at Creeds Farm Living & Learning Centre. TOTAL: 25 hours a week. We aim to have at least two volunteers for the role to share tasks and work times.
<b>Support and Training</b>	You will receive volunteer training and will be given guidance and support. During this support any relevant skills training that may be required will be identified and if



training in the identified area is accessible to Creeds Farm, this skill development will be facilitated.



**Expectations of Volunteers**

- Abide by Creeds Farm Living & Learning Centre Policies and Procedures.
- Willingness to use support systems.
- Co-operation with administrative processes.
- Commitment to attend on-going training.

**Location of volunteering**

Creeds Farm Living & Learning Centre  
2 Snugburgh Way  
Epping  
Vic  
3076  
[GOOGLE MAPS](#)