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Volunteer role description

Role title:	Receptionist the Old Ragged School
Team/Group:	Operations team
Your volunteer leader:	Julie Reed
Volunteering base:	The Old Ragged School, Brook St, Nottingham,

Why we need this role

We need someone to join our team of reception volunteers based at our office in Nottingham. As first point of contact with the general public our Receptionists have a very important role in representing the Trust with a warm, professional manner and excellent customer service.

What this role involves

- Answering the telephone in a friendly, helpful and professional manner
 - Fielding calls to staff and emailing messages
 - Logging calls
 - Greeting visitors
 - Helping staff from time to time with administrative tasks
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Experience and skills needed

- Pleasant telephone manner.
 - Comfortable greeting and interacting with visitors,
 - Excellent verbal communication skills
 - Confidence with visitors
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Benefits and training opportunities

Gaining experience in working on reception area a full induction will be provided. Excellent work experience for future employment prospects.

Free tea and coffee when volunteering and 20% reduction for all training courses, shop products and café food.

Commitment

This would be a half day time slot of a morning or afternoon

Duration of role

Ongoing

References required

Yes

All volunteers are asked to agree to our [Volunteer Code of Conduct](#)

Click her to complete an online [application form](#)

www.nottinghamshirewildlife.org/get-involved