

# Reception Volunteer



**Role:** Reception Volunteer

**Location:** Remote. Please note, as a small charity, we are unable to provide equipment. You would need to have access to a personal laptop or computer.

**Commitment:** 3-5 hours per week

As Reception Volunteer, you will play a vital role in supporting our charity's mission to make a positive impact on the community. You will be part of a rota dealing with incoming queries to our main email inbox, responding in a timely manner with high quality customer service.

## **Responsibilities:**

- Respond to emails: respond to a variety of different queries, clarifying details, thanking for donations and providing information on our services.
- Identify appropriate team members: work with the wider team to identify the person best suited to respond.
- Data: Keep data up-to-date with incoming queries, action taken and current status.

## **Qualifications:**

- Passion for the charity's mission.
- Excellent communication and interpersonal skills.
- Willingness to engage with diverse groups of people.
- Reliable, punctual and organised.
- Customer service experience.

## **Benefits:**

- The opportunity to make a positive impact on your community.
- Gain valuable experience in non-profit work.
- Develop strong communication skills.
- Be part of a dedicated and supportive team.