TOWN OF ADDISON
VOLUNTEER JOB DESCRIPTION

JOB TITLE **Receptionist**
DEPARTMENT: **Addison Conference Centre**

CONTROLS AND SUMMARY:
Under general supervision of the Manager, the Receptionist performs various duties of the front desk to include answering the phones, greeting visitors and general office duties.

ESSENTIAL JOB FUNCTIONS:
Works with the conference centre staff to ensure the front desk runs smoothly. Answers phones and takes messages or directs call to appropriate staff member. Answers questions from visitors to the conference centre and provides exemplary customer service. Makes sure that visitors receive appropriate directions to the meeting rooms. May be asked to provide some information on restaurants and/or /businesses in the Addison area.

OTHER JOB FUNCTIONS:
May be asked to perform other duties as assigned

MINIMUM QUALIFICATIONS:
Age – 18 +
Education – High School Diploma required

Experience- One year of experience working with the public is preferred. Experience answering phones and transferring calls is highly desired.

Knowledge, Skills, and Abilities - Must possess strong interpersonal skills and ability to get along with others; professional appearance; "customer service" mentality. Must be dependable, follow directions, complete work in timely, accurate, and thorough manner. At times work is performed in a busy environment. Volunteers must be able to maintain confidentiality. Computer knowledge is preferred for this position but not required.

Certifications – None required

ATTENDANCE REQUIREMENTS:
Attendance is required for schedule agreed upon. Schedules will be given out each month for the entire month.

WORK ENVIRONMENT - PHYSICAL REQUIREMENTS:
Sits, stands, bends, reaches, stoops, crouches, and kneels. Requires ability to talk on the telephone for perhaps and extended period of time. Work is performed in an air-conditioned office.