**Role – Receptionist Volunteer**

**Role Summary**

To support the Scrapstore to supply its members with reusable materials for their craft or re-use projects by providing Reception duties when the store is open. This includes meeting and greeting members and visitors, ensuring the proper signing in and out procedures are followed and working with our office staff to ensure membership processes are effectively followed.

**Time Commitment**

Tuesday and/or Thursday morning or afternoon or a Tuesday evening, or all.

**Location**

13, Blackshaw Road, Hazelhurst Estate, Tooting, London SW17 0DA.

**Supervised by**

Office Manager and Volunteer Coordinator

**Role Description**

Working as part of a team of enthusiastic and committed volunteers, you will need to understand how everyone works together. The key tasks of the Receptionist are to:

* greet visitors (mainly members collecting items), ensuring that they sign in and out as required
* ensure only paid up members of the Scrapstore are allowed to collect materials
* ensure details about collections are logged accurately by members and are accurately recorded in our member collections database
* answer general queries from visitors about parking, dropping off supplies (including what we will accept), how the Scrapstore operates
* respond to enquiries as described above by phone
* liaise with the Office Manager for those registering for membership in person and support the Office Manager to check the completed registration form, that the terms and conditions of membership have been acknowledged and signed up to and that the correct fee is paid (cheque, cash, card)
* take card payments for membership fees and/or donations
* When the fee has been paid, support the Office Manager to issue membership cards and ensure that the membership form is given to the Office Manager for entering into the database
* ensure appropriate donations payments are made
* ensure the donations table looks appealing and tidy – working with the Store Assistant to replenish as necessary
* ensure the reception area is tidy and that the desk is stocked with appropriate forms and information for members

**Person Requirement**

* Good interpersonal and communictions skills
* Confident to interact with people
* Enjoys working in a team
* Computer literate (desireable - ability to use databases and internet based technology)
* Attention to detail
* Be able to keep accurate and up to date records and work to required deadlines

**The Difference the Role will Make**

The Receptionist is key to the effective management of incoming visitors and enquiries. This role can make a real difference to helping members feel positive about their visit, make them want to return, and the potential for their reuse projects.