

Are you interested in being a

# Receptionist Volunteer



Stirling District Citizens Advice Bureau

## Summary of rôle

Due to a substantial increase in the demand for advice from members of the public all over Stirling district. Stirling Citizens Advice Bureau is therefore now seeking to recruit volunteers to train as receptionists to assist our volunteer advice team.

You will be the clients' first point of contact when clients phone into the bureau. You will make sure they are given a warm and efficient welcome.

## What might you be doing?

- Welcoming clients and anyone they have with them
- Explaining waiting times and procedures to clients
- Telling people what the CAB can do in a way that suits them
- Working within agreed bureau systems and procedures.
- Answering the telephone and completing a triage sheet which is then passed onto a volunteer adviser or member of staff.



## Does this sound like you?

- Committed to the aims and principles of the Scottish CAB Service
- Organised and systematic
- Understand the importance of CAB work
- Have good communication skills
- Willing to attend training and other meetings
- Able to work as part of a team.