

# Cancer Council Tasmania

## Volunteer Position Description

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<b>Position Title:</b>	Volunteer Reception Assistant
<b>Program:</b>	Corporate Services
<b>Location:</b>	Hobart
<b>Status - Hours of Work:</b>	Volunteer – Half/ Full days, Casual as needed.
<b>Reports to:</b>	Director Corporate Services
<b>Late Review Date:</b>	Feb 2022

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### *Key Purpose of the Volunteer Role*

The volunteer Reception Assistant will provide reception support at Cancer Council Tasmania's (CCT) Hobart office. This role is the initial contact point for customer enquiries, either by phone or in person. The role may also be required to assist in the delivery of administrative support to CCT staff.

### *Our Organisation*

Cancer Council Tasmania (CCT) is a charity working to minimise the incidence and impact of cancer on all Tasmanians through advocacy, raising awareness of cancer prevention and offering support and information for anyone affected by the disease.

CCT's vision is for a cancer free future. Our mission is to minimise the incidence and impact of cancer on all Tasmanians. The values underpinning our work are: *generosity, integrity, collaboration, courage and innovation*.

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### *Volunteer Role Responsibilities*

- Provide timely and accurate customer service with courtesy to the general public in relation to all telephone and email enquiries.
- Keeping accurate record of cancer, smoking and tobacco related Tasmanian newspaper articles.
- Coordinate incoming and outgoing mail.
- Undertake other administrative roles within CCT as delegated / directed.

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### *Position Requirements*

- Knowledge of established work practices and procedures relevant to the workplace.
- Knowledge and/or experience working in a customer service setting.
- Administrative and IT skills.
- Current Police Check (CCT will conduct a Police Check).
- A commitment to CCT's objectives, including the vision for a tobacco free Tasmania.

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### *Selection Criteria*

The selection criteria outline the skills, experience and behaviours that are necessary to successfully carry out the voluntary role.

1. Administrative and/or reception skills.
2. Proven high level customer service skills, including the ability to communicate with a diverse audience internal and external to Cancer Council Tasmania.
3. Good keyboard skills with experience in word processing, spreadsheets, and computer data entry.
4. Well-developed communication (verbal and written) and interpersonal skills, including proven ability to maintain confidentiality with regard to information obtained and ability to work as part of a team and relate well to other staff and people generally.
5. Ability to set priorities and operate effectively within time frames.
6. Accept and endorse the values of CCT. Ability to demonstrate the values of CCT through their own behavior, demonstrating a commitment of our values and make a positive contribution to positive team and workplace practices.