

Amnesty International UK



VOLUNTEER ROLE	Reception Volunteer
DEPARTMENT	Facilities and IT
DAYS	1 -2 days per week, 10.00am – 5.30pm - volunteers needed for any day of the week – please specify which days you are available
TIME PERIOD	3 months minimum

BRIEF DESCRIPTION OF THE ROLE

This role is working on a busy and varied reception, assisting the reception staff in answering the telephone and face to face enquiries.

MAIN RESPONSIBILITIES:

- Talking to external callers on a busy switchboard and connecting them to staff & volunteers within AIUK.
- Taking messages
- Greeting Visitors to the section and assisting them with enquiries

SKILLS REQUIRED:

Essential

- Customer services experience
- Able to work under pressure.

Desirable

- Have a good approach to handling information
- Being generally amenable
- Computers package Microsoft Office
- Ability to operate a switchboard, although training will be given.