



Receptionists

Receptionists are an integral part of the team, managing 'front-of-house' on the basis of information provided by the advice session supervisor.

The receptionist role may be undertaken by one or more people. As a receptionist you would:

- greet clients and other visitors
- answer the main line phone, **not** the advice line.
- ensure clients know what is happening and how long they have to wait
- explain the services available
- monitor client numbers and waiting times
- inform supervisors when clients arrive for a pre booked appointment.
- maintain the reception area
- enter information into computer systems.
- deal with the daily post

Specific qualifications and experience are not required to take on the role. However, you need to:

- have a good manner when talking to people
- have good computing skills
- have an understanding of, and commitment to, confidentiality
- be friendly and approachable.