

Volunteer Position Description

First off, **THANK YOU** for becoming a Coast Community Radio volunteer! There's so much behind what goes out on the airwaves and we rely almost entirely on volunteers (both on and off the air) to keep things running smoothly.

Position Title: Front Desk Receptionist

Purpose of work: This position serves as the primary contact between the visiting public, listeners, guests and our staff here at Coast Community Radio. While the station personnel wish to remain accessible, it is important to manage visitors, messages and requests for information for the sake of everyone's efficiency and productivity.

Position Duties:

- Keep track of who is on-site (i.e. who is here and available for calls or visitors)
- Direct calls and take messages with the duplicate/"carbon copy" message book at the front desk
- Refer payments, requests or appointments to the appropriate (& on-site) staff member

Skills Needed: Basic phone skills and etiquette (friendly and professional greeting, placing calls on hold, transferring calls, etc). Basic computer skills, including use of Gmail and Google Calendar.

Training: Orientation for the front desk is provided, as well as training for additional tasks (we always need help digitizing our library and a slew of other to-do items to help pass the time!).

Report to: Report to the volunteer coordinator (Janet). If unavailable, report to the station manager (Graham).

Benefits: You'll provide a valuable service for the station and the public, meet new people, learn the ins and outs of community radio and gain a foot in the door to other opportunities at CCR!

Time required: Generally two to three hours per shift, depending on your availability.