



Reception Desk Volunteer

Job Description

The Reception Desk Volunteer is the friendly and welcoming face of Genealogy SA. He/she provides guidance to members, visitors and those who ring up to use the Society's family history information resources. The Reception Desk Volunteer is the volunteer in charge.

Tasks involved are:

- Setting up and closing down the Library eg lights, signs, computers, photocopiers
- signing in each person who wishes to use the Library
- collecting payments from non-members and for photocopying
- answering telephone inquiries, re-directing them to the appropriate person where appropriate
- informing/showing users what resources are available and where they are located
- helping users navigate through the problems of using the different resources (but not necessarily doing the work themselves)
- assistance with the borrowing and returning of Library books
- ensuring that information resources are not misused, mishandled or go missing by asking users to follow Library Conditions of Use

The job requires:

- the ability to work with and to assist others – being polite, helpful, encouraging, informative, engaging, firm, and quietly directive
- a good working knowledge of what and where the Society's information resources are and how to access them
- organisation and care of all information resources – understanding the filing/shelving systems and ensuring that all resources used are returned correctly, assisting other volunteers in this where necessary
- collaboration - quite often our Resource Volunteers will have a quick brain storm in a small group coming up with various research options to find a missing ancestor for someone at the Society. It's great for the less experienced volunteer to listen in on and learn from those who have a wealth of knowledge regarding research techniques. Less experienced volunteers can help with basic research enquiries. Some volunteers can help with more technical research enquiries. Some volunteers have an enormous amount of technical research knowledge and computer skills and also help with research and computer enquiries.

In line with the Society's Work Health and Safety policy, the Reception Desk Volunteer needs to:

- keep the Library in a tidy and safe condition and report both verbally and in writing if need be any safety concerns
- in the event of any emergency, provide direction and assist users if evacuation is necessary.