



Volunteer Position Description

Position Title: Office Administration/Customer Service Volunteer

Reports to: Administration Coordinator

General Function: As first point of contact, you will be working in the office conducting a range of customer service/administrative tasks. This position will help ensure the smooth operations of the Centre.

Specific Duties

- Providing customer support over the phone and face to face
- Taking enrolments, receipting payments
- General administration including data entry, filing, etc.
- Recording incoming/outgoing mail
- Other assorted duties as required including shared cleaning responsibilities, purchasing, event support etc.

Desired Attributes

- Good communication skills,
- Dependable and punctual
- Ability to work within a team environment
- Respect and maintain confidentiality
- Basic computer knowledge
- Be courteous and personable when dealing with the public

Benefits

- Friendly, supportive environment
- Opportunity to improve self-esteem and confidence
- Hands on experience with office work
- Professional development
- A reference

Time Commitment

- Twice per week (9am – 1.30pm & 1pm – 5pm)
- During special events (optional)

Volunteer Name: _____ Signature _____ Date _____

Coordinator Name: _____ Signature _____ Date _____

MISSION STATEMENT

Rowville Neighbourhood Learning Centre Inc.

The Rowville Neighbourhood Learning Centre is recognised as a thriving focal point in the community. Our team-oriented organisation is dedicated to the provision of high quality, accessible services and educational programs in a welcoming, respectful environment, which encourages participation, sharing, growth and learning.