Cedar House Preston CIO

Job description – Welcomer

What does a Welcomer do?

A Welcomer is the first point of contact for our charity. Duties include welcoming clients and staff and answering the telephone.

You will coordinate the front desk activities, including appointment diary and client record keeping.

This role includes light cleaning tasks, such as cleaning the toilets and kitchen. You may be responsible for opening up and closing down the building.

You will need to have a warm empathic manner and be able to sensitively work with people who are anxious or upset. Multitasking, being reliable and well organised are essential for this position.

Responsibilities

Greet and welcome clients as they arrive in the centre

Direct client to appropriate room

Answer, screen and forward incoming phone calls. Text appointment reminders. Take counselling referrals

Update diaries and log books

Open and close the centre, ensuring that confidential documents are locked away

Keep the centre clean and presentable