



## Coldharbour Mill Volunteer Role Profile

### **Role: Reception/Retail Volunteers**

**Responsible to:** General Manager

**Purpose:** To provide a front-line reception and retail service - being face of the mill

### **Responsibilities:**

Provide a positive welcome to customers and visitors through personal approach and reception/shop environment.

### **Key Activities:**

1. Respond to telephone calls/casual enquiries in cheerful and knowledgeable way
2. Ensure efficient visitor flow with issuing entrance tickets and museum guides
3. Deal with customer purchases
4. Carry out cash-handling with float with takings to safe
5. Assist with shop merchandising and stock-taking
6. Carry out general house-keeping in working areas
7. Refer queries elsewhere as necessary

### **Commitment:**

Ideally, each role holder would be available at least ½ day per week or weekend as a minimum.

### **Personal Attributes:**

Good self-presentation and positive attitude in dealing with people for `meet and greet`  
Good telephone manner

### **Skills and Experience:**

Good organisational skills  
Experience in dealing with public in front-line role

### **Support and Training provided:**

Dealing with group bookings  
Cash-handling process  
Dealing with complaints - how to address and when to refer elsewhere  
Awareness of history and workings of mill – acquaint with steam and factory tours

*This is a voluntary role and this arrangement should not be seen as either legally binding or an employment contract*