

## Volunteer Roles

Every volunteer role is important in ensuring that the service we provide to our members is carried out in an efficient and caring manner.

Volunteer roles include the following positions -

- Storeperson
- Reception and customer service
- Administration Assistant

For Board positions refer to board roles and policies.

Volunteers are required to follow the directions of their supervisor and all safety procedures set out by NSW Stoma. Training will be provided in all tasks before the volunteer is asked to complete that task.

## Volunteer Position Descriptions

### Storeperson

**Duties include:**

- Assisting with unpacking/checking deliveries
- Stocking/tidying shelves
- Picking, Packing and Dispatch of goods including packing and labelling
- Following all safety procedures
- Maintaining the warehouse including keeping the area clean and tidy

**Requirements:**

- Commitment to the goals & values of NSW Stoma Ltd
- Good attention to detail
- Warehouse experience preferred

## Reception & Customer Service

### Duties include:

- Answering phones and directing calls to appropriate personnel
- Assisting members with general enquiries
- Reception duties at front of house
- Assisting with pick up orders

### Requirements:

- Commitment to the goals & values of NSW Stoma Ltd
- Good attention to detail
- Good Communication skills

## Administration Assistant

### Duties include:

- Data entry
- General office work as required

### Requirements:

- Commitment to the goals & values of NSW Stoma Ltd
- Good attention to detail
- Good Communication skills
- Experience working in an office environment
- Computer skills, particularly Microsoft Office software