**Glasgow (Central) Citizens’ Advice Bureau**

**Level 3, The Mitchell Library,**

**201 North Street, Glasgow G3 7DN**

**Administration Assistant**

**Job Description**

This post is part of a team of 3 on our Admin section.

Some duties will be interchangeable to cover e.g. absences and lunch times.

Main duties are:

* Maintaining client records and appointments
* Compiling statistics and reporting thereof
* Answering the telephone
* Cover reception duties and support volunteers for this
* Admin induction for new volunteers
* Administer volunteer travelling expenses
* Attend to incoming / outgoing mail
* Type correspondence
* Maintain volunteer attendance records
* Other reasonable duties as may be appropriate

Systems are mainly electronic.