



GLEN EIRA
UNIVERSITY OF THE THIRD AGE

Reception Volunteers' Handbook 2018

Contents

Office hours.....	4
Calendar	4
Before you start work.....	5
Opening the building.....	5
Class Rolls.....	5
Getting started	5
Check the diary	5
Turn on the computer.....	5
Review phone messages	6
Notify apologies.....	6
Record member apologies.....	6
Action tutor apologies	6
Respond to phone calls and enquiries	6
Phone.....	6
Enquiries and messages	6
Privacy.....	7
Sources of information.....	7
Complaints	7
Poor behaviour	7
Membership administration system	8
Login	8
Register new members	8
Update member details	8
Enrol in a course	8
Remove a member from a course	9
Print name tags.....	9
Assistance for tutors.....	9
Provide member services	9
Course lists.....	9
Maps.....	9
Photocopying	9

Parking permits	10
Name tags.....	10
Receiving payment.....	10
Class Rolls.....	11
Taxies	11
Medical emergencies.....	12
Forms.....	12
Further information	12
Key contact details	13
Simple check list for using the membership administration system	14

Office hours

The office hours are advertised as:

Monday to Thursday 9.30 am to 3.00 pm

Friday 9.30 am to 2.00 pm

Reception volunteers will need to arrive ready to start by 9.30. Monday to Thursday tidying up will usually take to 3.30.

On Friday, the committee member will stay longer until the cleaning is complete.

Calendar

Key dates in 2018 are listed below:

5 February	Courses commence
2 – 13 July	Mid-year break
23 November	Classes finish

Glen Eira U3A does not operate on public holidays:

12 March	Labour Day
30 March	Good Friday
2 April	Easter Monday
25 April	Anzac Day
11 June	Queen's Birthday
28 September	AFL Grand Final Day
6 November	Melbourne Cup Day

Some members may observe Jewish holidays:

1 March	Purim
31 March	First day of Passover
7 April	Last day of Passover
20 May	Shavuot
22 June	Tisha B'Av
10 September	Rosh Hashana
19 September	Yom Kippur
24 September	First day of Sukkot
30 September	Last day of Sukkot
1 October	Shmini Atzeret
2 October	Simchat Torah

Before you start work

Opening the building

Members of the committee of management or other designated members are rostered to open and close the building each day.

If the building has not been opened by 9.30 am, or no one has made themselves known as on duty to close the building from about 3 pm, then please contact the committee member in charge of the roster, Stephen Au, on 9563 3938 or 0409 694 782.

There is a checklist that is used by rostered committee members to open and close the building. Volunteers should make themselves aware of the checklist held in the committee office. The roster is also displayed on the board in the committee office.

The committee member on duty will make themselves known to reception staff. Note that the committee member may be participating in a course whilst on duty and should advise reception staff of their location in case issues arise on the reception desk.

Class Rolls

When you arrive, please check that class rolls for the day have been placed in the tray in front of the reception desk.

Getting started

Check the diary

Review any items recorded for today in the diary. Quickly scan entries for the previous week to identify anything that may not yet have been actioned.

If you action anything in the diary, tick it and initial it.

Turn on the computer

Turn on the computer and log in using the computer password arie25nelg. Click on the 'Reception Mail' icon. Review the email messages and take appropriate action or enter in diary for later action. Delete the email once it has been recorded or action has been determined.

Minimise the email program and check it regularly throughout the shift.

Review phone messages

Replay the phone messages by pressing the envelope button (top right) and record any apologies in the diary. Delete phone messages by pressing 5 after recording what is required.

Notify apologies

Record member apologies

Members may advise apologies by phone or email. All apologies should be recorded in the relevant rolls.

If members have not advised the name of the course, then check their membership details to work out which class it is likely to be.

Apologies for off-site courses should be written in the black folder. The tutors have been advised to contact the office if there are students who have been absent without apology for 3 sessions. The folder can then be consulted and the tutor advised if the absentee has in fact provided apology.

If apologies have been noted in the diary, initial and cross out once it has been passed on or recorded in the roll.

Action tutor apologies

If a tutor notifies that a class is cancelled, record it in the diary. Place a note in the roll. Encourage tutors to notify students by email or phone. If they have been unable to contact students, you may be requested to phone remaining students.

If a tutor is to be absent for some time, they should be requested to arrange that their students help themselves for a period, or they should speak to the course coordinator about identifying a replacement.

Respond to phone calls and enquiries

Phone

The reception number is 9572 0571. The committee office number is 9572 0572.

To put a call on hold, press the hand button. To return to the call press the hand button again.

Enquiries and messages

Respond to phone calls and counter enquiries as best you can. If some later action will need to be taken, record in the diary.

Complex membership or computer system issues can be referred to office staff via inter office memos. Place memo in the back office in-tray. Do not interrupt back office staff unless the matter is urgent.

Messages for tutors should be recorded on inter office memos and attached to the roll.

Messages for committee members should be recorded on inter office memos and placed in the pigeon holes.

Privacy

Do not give out any member details at reception. If a member needs to contact a tutor or other member, take the enquirers details and pass them on to the person they are trying to contact.

However, it is usual practice for tutors to provide their students with their contact details.

Tutors are able to view student details through the membership administration system and also email their students. If tutors need help with printing a list of students and contact details, or emailing students, the request should be passed to office staff.

Sources of information

As far as possible, members who have computer access should be encouraged to use the website www.gleneirau3a.org.au for information.

Other sources of information include:

- the main noticeboard in the foyer,
- the course description folders available on reception tables,
- the quarterly newsletter,
- the members' handbook, and
- the tutors' handbook.

Complaints

Any members making verbal complaints should be asked whether they wish their complaint to be recorded. If so, record the date, the details and the name of the complainant on an inter office memo and place in the secretary's pigeon hole.

Poor behaviour

Glen Eira U3A has adopted a code of conduct. Please ensure that you are familiar with the policy.

If someone is behaving poorly, you may wish to remind them of the requirement to act and speak respectfully.

If the problem persists you may wish to call the committee member on duty.

Any incident of poor behaviour needs to be recorded on the incident form and placed in the secretary's pigeon hole. Please note that the names of any witnesses to the incident should be recorded.

Membership administration system

A manual showing how to use the membership administration system is provided for reference at the reception desk. It contains detailed instructions for each of the following actions.

Login

Click the Glen Eira U3A icon on the computer and log in as yourself at the start of the day.

Register new members

New members can register themselves online. However, reception can offer to register new members. Require new members to complete the relevant form before registering.

Update member details

Members can update their details themselves online. However, reception can offer to update details.

Enrol in a course

Members can enrol in additional courses themselves online. However, reception can assist by enrolling members in additional course up to the class limit of 5 full year courses, as well as additional short courses. Ensure the member knows the number and name of the course.

If the member has not yet paid an annual subscription, or if additional fees are required for a course, two copies of the invoice should be printed, ready for payment.

If a new enrolment that does not require a fee has been added, then print the enrolment for the member.

After the commencement of the year, when a new member has been enrolled in a course, the member will need to be added to the roll. This can be done by hand or may require the office being requested to reprint the roll.

Remove a member from a course

A member may be removed from a course at their request, or as a result of non-attendance and non-apology at three consecutive sessions.

Rule through the member's name on the class roll. Record the action in the RED BOOK. The office staff will collect this regularly, then amend the record and may offer the place to the next person on the wait-list.

Print name tags

Requests for new name tags should be referred to the office staff.

Assistance for tutors

Tutors seeking assistance to print class lists or email their students should be referred to the office staff. Note that course rolls will be printed by office staff.

Provide member services

Course lists

Printed copies of course details are available at reception and are sold for \$1. Money should be placed in the photocopy money box.

A two page list of courses is available at no cost.

Maps

Copies of maps of off-site locations are available at reception for no cost.

Photocopying

All reception staff need to be trained on the photocopier.

Remove any staple and then place the document to be printed face up in the feeder. Enter the relevant code and press OK. The codes are office 11111, tutor 55555, personal 99999.

If neither the originals nor the copies need to be double-sided, enter the number of copies required if more than one and press start.

For double sided originals or double sided copies, select duplex and choose the appropriate option.

Photocopying for use by tutors in the delivery of a course is available at no cost for tutors.

Photocopies provided to student directly or via tutors are charged at 10 cents per single page or 15 cents per double-sided page. Tutors should collect money from students for copies provided.

Colour copying is also available. See signage for more details.

Money collected for photocopying should be placed in the photocopy cash box.

Parking permits

At the start of the year, reception will issue U3A parking permits for 2017 to members who may, on occasion, need to park in designated bays along the front fence. These permits do not need to be returned.

Members who need to park for up to 3 hours but don't have a disability sticker, can request a 3 hour Woolworth permit from reception. Members must sign for a permit and return it before leaving.

Please note that there are three spaces in front of the fence to the far left-hand side that are restricted to authorised volunteers only. Those authorised have a special permit. One space each day is available for use by reception volunteers on duty.

Name tags

Name tags will be printed ready for existing members for collection at the start of the year. The tag should be inserted in the existing pouch.

After registering a new member, reception should request office staff to print a new name tag.

Lanyards and replacement badges may be purchased from reception. Money should be placed in the box marked lanyards.

Receiving payment

Subscription fees of \$50 or \$30 or additional fees specified for a course can be paid by credit or debit card, in cash or by cheque at reception. Credit or debit cards can be accepted using PaypalHere in conjunction with an ipad. The Treasurer holds the equipment. During the year this option will only be available if reception staff have been trained in its use, or the Treasurer is available.

Two copies of the invoice are required. Each copy is date stamped, 'card', 'cash' or 'cheque' noted, and initialled and money placed in the blue cash box. One copy of the invoice is returned to the member, and the other is placed in the administrator tray in the back office.

For any other fees paid to reception, a receipt should be issued to the member. The money should be placed in a marked envelope in the blue cash box.

Payment by credit or debit cards

Only volunteers who have been trained may take payment by credit or debit card:

1. The Paypal Here card reader will be connected via Bluetooth to the ipad.
2. Open the Paypal Here App on the ipad.
3. Enter the amount in the App on the ipad.
4. Tap the tap and go card on the card reader (or, if necessary, insert the card and invite the member to enter their PIN in the card reader and tap the green tick). The payment will be made into the Glen Eira U3A account.
5. Stamp each of the invoices as paid.
6. Return one invoice to member and retain second to be passed to the back office.

Tap and Go card reader



Power button

On: Press once

Standby: Press once more

Off: Hold button for 5 seconds

Class Rolls

At the end of each day, retrieve the day's rolls from the in tray in front of the reception desk. Place the rolls for the next day in the tray.

Taxis

If a member requires a taxi, phone 132 227 and quote 9572 0571. Make sure you advise how to enter from the Woolworths car park via Manchester Grove.

Medical emergencies

If a medical emergency occurs make the patient safe and call the ambulance on 000.

A hands-free phone is available from the back office so that you can stay with the patient (even if outside the building but still in the grounds) whilst talking with the call-taker. If necessary call the member's emergency contact.

Make the committee member on duty aware of what has happened.

Complete an incident report and leave it in the secretary's pigeon hole. If the matter needs more urgent follow up, call the secretary or president.

Forms

Copies of standard forms are held as master copies in the office.

Further information

Review the office information folder for further information.

Key contact details

Position/Role	Name	Phone	Email
President	Garry Fabian	0419306820	president@gleneirau3a.org.au
Secretary	Del Stitz	9528 5495 0409 525 085	secretary@gleneirau3a.org.au
Treasurer	Jo Brown	0401 845 754	treasurer@gleneirau3a.org.au
Course coordinator	Maggie Moulds	9578-1141 0423 187 033	course-co-ordinator@gleneirau3a.org.au
Garden coordinator	Monique Nugent	0491 139 380	
Newsletter coordinator	Heather Hudson	9568-3117	newsletter@gleneirau3a.org.au
Reception coordinator	Marian Dunstan	9571 7107	
Reception		9572 0571	reception@gleneirau3a.org.au
Office staff and IT enquiries	Peter Froment, Sue Cooze	9572 0572	SMMSadmin@gleneirau3a.org.au
Duty committee roster	Stephen Au	9563 3938 0409 694 782	

Simple check list for using the membership administration system

A guide using screen shots for key tasks is provided at the reception desk. A brief summary is provided below:

1. Login with your own member number and password

To register a new member

2. Select *Add Member*.
3. Complete details. If no email use commonmail@gleneirsu3a.org.au . Either get member to nominate a password or use the last four numbers of the phone number. Show the member the terms and conditions. If agreed tick the box. Enter the squiggly code and press *submit*.

To enrol in a course

4. Use *Search Members* from the left-hand menu list, enter member name and click the underlined member number or *View*.
5. At the Member Details screen choose *View or Select Courses* from the left-hand menu list.
6. Select (tick) the required courses for the member.
7. Click the *Confirm Selection* button at the top, bottom or left side of the screen.
8. Once the member is satisfied with the selected courses, click the button *Finalise Courses, and if necessary, Invoice & Payment*.
9. A summary window will open.
10. Close this window and return to the Member Details window, click the *Invoice* button shown alongside the subscription due.
11. Invoice will be displayed, print two (2) copies, one for the member and one for Glen Eira U3A processing for payment by card, cash or cheque.

To change member details

12. Use *Search Members* from the left-hand menu list, enter member name and click the underlined member number or *View*.
13. Select *Edit Member Details*.
14. Make changes then press *Save*.

To remove a member from a course

15. Use *Search Members* from the left-hand menu list, enter member name and click the underlined member number or *View*.
16. At the Member Details screen select the *Edit* button next to the course you wish to remove.
17. Select *Delete* and when the confirmation window appears select *Yes*.