



Customer Service Volunteer

Location: Office-based at Oxford House, Oxford Row, Leeds, LS1 3BE.

Time commitment: At least 4 hours per week for a minimum of 6 months. The Advice Hub will be open to clients between 9am-1pm.

Purpose of the role:

This is an administrative role which involves providing a friendly and professional service to clients who come into the Advice Hub seeking advice. You will be part of a team providing the first point of contact for clients who use our service.

Main duties and activities may include:

- Welcoming clients and explaining the reception process to them
- Checking if a client has a pre-booked appointment and take them to the relevant department
- Inviting the client to use our webchat facility and setting this up for the client.
- Checking appointment availability and booking client appointments by phone or using online booking systems
- Engaging with the clients
- Recording client details
- Record the notes of the client interaction accurately
- Support clients with using self-help services including tablets / setting up video appointments.
- Other administrative tasks, including scanning, preparing paperwork and leaflets