

Customer Service Volunteer Role Profile

Where you will be based

Advice Hub, Oxford House, Oxford Row, Leeds, LS1 3BE

Why we want you

We are looking for Customer Service Volunteers to join our Advice Hub team to help between 9am-1pm on weekdays. You will be the first point of contact for clients seeking our help.

What you will be doing

- Welcoming clients and explaining the Advice Hub process to them
- Checking if a client has a pre-booked appointment and take them to the relevant department
- 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
- Other administrative tasks as required

The skills you need

- Excellent verbal communication skills including telephone skills
- Good numeracy, literacy and IT skills
- Flexibility and willingness to work as part of a team
- Ability to work in a busy environment
- Understanding of the issues affecting society and their implications for clients

What's in it for you

We provide extensive training and support for our volunteers that includes:

- Full training through self-study and observations
- Travel expenses
- A friendly working environment which values the contribution of volunteers
- Personal satisfaction and self-development
- A stimulating role where you learn about different aspects of life