

# Customer service volunteer



## What will you do?

- complete an introduction to Citizens Advice and training for your role
- welcome all clients and other visitors to the local Citizens Advice
- explain to the client how long they might be waiting and what will happen and give out a form for clients to fill in
- type up information from the client form onto a spreadsheet or database
- answer the telephone, reply to emails and post
- help with the day to day running of the Citizens Advice service



## What's in it for you?

- gain and build on valuable skills and experience such as communication, IT skills and working in a team
- increase your employability
- contribute to the smooth running of the advice service which makes a real difference to peoples' lives
- work with a range of different people, independently and in a team.

And we'll reimburse expenses too.



## What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good IT skills
- be calm under pressure
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



## **How much time do you need to give?**

We can be flexible about the time spent and how often you volunteer so come and talk to us.



## **Valuing inclusion**

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a customer service volunteer / reception volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.