**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.

No prior experience is necessary in these areas as you’ll receive full training.



**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.



**Contact details**

Email: [recruitment@caeb.org.uk](mailto:recruitment@caeb.org.uk)

Website: [www.caeb.org.uk](http://www.caeb.org.uk)