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**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.



**Contact details**

If you have any questions about the role description please contact us: [volunteering@hull-eastridingcab.org.uk](mailto:volunteering@hull-eastridingcab.org.uk)

 **To apply**

* Visit our website [www.hull-eastridingcab.org.uk/volunteering](http://www.hull-eastridingcab.org.uk/volunteering)
* download and complete our application form
* return it to [volunteering@hull-eastridingcab.org.uk](mailto:volunteering@hull-eastridingcab.org.uk)

We’ll then get in touch to let you know the next steps for volunteering with us.