

Customer Service / Reception Volunteer



What will you do?

- Provide a customer facing reception service to clients who drop in to see us in our Guildford office, including:
 - Ensuring relevant forms are completed
 - Assigning clients to Advisers for more detailed support
 - Booking appointments
 - Monitoring the flow of clients in the drop in
 - Assist clients with form filling
 - Complete day sheets
 - Scan and upload documents to case recording system
 - Write up notes on case recording system
 - When the drop-in service is at full capacity, ensuring that you understand the client's issue and support them by providing information, signposting them to another more appropriate organisation or asking them to attend another CASWS drop in
- Complete administrative duties including:
 - Monitoring emails
 - Processing client enquiries both by email and phone
 - Sending out appointment information
 - Provide Advisers with admin support, where required
 - Other ad hoc tasks to support the day to day running of our service
- Complete an introduction to Citizens Advice South West Surrey (CASWS)
- Complete required training for your role



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
- be calm under pressure
- be able to demonstrate resilience with challenging clients
- have good IT skills
- 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.

We do ask all our volunteers to commit to volunteering one day a week for at least one year.



How much time do you need to give?

We are looking for someone to cover Reception duties on **Wednesdays** in our **Millmead, Guildford** office between **9am and 4pm**.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you would like to discuss any aspect of the role description and how we can best support you, please contact us.



Interested?

If you are interested in becoming a Customer Service volunteer with us at our Guildford office on Wednesdays, and you know you can commit to volunteering with us for at least one year, please email recruitment@casws.org.uk for an Application Form.

We do not accept CVs and Cover Letters, and to apply, we ask all candidates to please send their completed Application Form and Diversity Monitoring Form, to recruitment@casws.org.uk.

We are looking for someone to start as soon as possible, so we do advise submitting your application at your earliest opportunity to avoid disappointment.



Next stages – Taster session

Once you've submitted your application, you'll be invited to an online **taster session**, which will provide an overview of volunteering for CASWS and the role itself. We plan to hold this on a Monday or Tuesday in June.

If you know you are not available on a Monday or Tuesday, please indicate this in your application, as we may be able to accommodate and have the session on a Wednesday.