

Customer Service Administrator

Project: Customer Service

Time requirement: Part time Mon –Fri 09:00- 16:30 (flexible)

Location: Bradbury Centre, North Shields

Accountability: Customer Service Manager

Required training: Telephony, Customer Services and use of our in-house Customer Relationship Management System (CRM)

DBS: Not required

Purpose of the role:

To provide a 'meet and greet' and administration role front of house

Duties of the volunteer:

The volunteer(s) would be expected to provide a support role to the busy customer service function front of house.

The desired candidate would be comfortable chatting to customers, able to engage them in conversation, take information from them and upload this to our CRM system for referral into service with Age UK North Tyneside and EveryDay Care at Home.

Skills that are required/desirable:

- Listening
- Telephony
- Computer literacy

Benefits to the volunteer:

The successful volunteer(s) would gain experience working in a busy office environment dealing with customer's queries. The ability to listen, offer empathy within a signposting function could provide valuable skills to enter the job market.

Alternatively for someone who has time on their hands and existing skills they may enjoy the ability to share those skills and interface with customers and the team.