

Admin and Customer Service Assistant Role Description

Summary

Admin and Customer Service Assistants work from our offices, answering phone calls, monitoring our info@ email account, and assisting with day to day tasks such as updating databases, copying or filing.

Outline of volunteer commitment sought

- A regular commitment to assist in the office - but flexibly to fit around your other commitments of course
- To let us know as early as possible if you can't do something you had committed to
- To maintain a record of the time you spend volunteering
- To operate within our policies, in particular with regard to equality and diversity, health and safety and data protection. Failure to operate within our policies will mean we have to end the volunteer agreement with you.

Key activities

- Answering the phone
- Monitoring and answering email enquiries
- Updating databases and spreadsheets
- Proactively contacting members as part of our ongoing customer engagement and feedback work
- Helping with post / mailings
- Assisting with event preparation
- Other day to day office tasks, as required

Our commitments to you

- We will reimburse your travel costs and/or cover lunch costs to a maximum of £5 per day when working a full day
- We will train you and ensure you are suitable for the role
- We will ensure you have the support you need to undertake your role
- We will be flexible in our approach, giving you scope to develop your role and take on more responsibility in line with your commitment and skills, or scaling back or terminating your volunteer agreement if the role doesn't work out
- We will provide references for you

Qualities and skills needed for this role

- Able to interact with people empathetically on the phone and via email
- IT literate - confident with email, spreadsheets, databases etc

- Committed to the values and aims of the Bristol Pound