

Volunteer Role Profile



Volunteer Role

Volunteer Customer Service Support

Volunteer Manager

Warehouse Manager

Where you will be based

Office

Why we want you

Our trading operation raises vital funds for the our hospices by giving donated items a new home. As a Customer Service Support Volunteer, you will play a key role in helping donors and customers, booking collections and deliveries, and ensuring a friendly and efficient service.

We are looking for motivated and enthusiastic volunteers to help cover the main customer service desk, taking calls, arranging collections and deliveries, gathering customer feedback, and supporting a range of administrative tasks that help the team run smoothly.

What you will be doing

- Answering calls to the customer service desk about collections and deliveries
- Booking deliveries to customer's address
- Gathering feedback from customers on their experience

The skills you need

- Confident and passionate dealing with the public to deliver excellent customer service
- Comfortable using computers and Microsoft Office applications
- Great communications skills, being sensitive to potentially recently bereaved donors

What's in it for you

- Being part of a friendly team of staff and volunteers
- An opportunity to use your customer service and administration skills and learn new ones

Disclaimer

We are committed to protecting and keeping you safe. Therefore, we have a comprehensive selection, checking and ongoing management process in place. A Disclosure and Barring check may be necessary for this role, which we will carry out. All mandatory training must be completed, and our policies and procedures complied with.