

Information & Reception Assistant CAB Volunteer Position

Reports to: Session Supervisor

Responsible for: Communicating information & advice to the public and performing customer service responsibilities.

RESPONSIBILITIES

- To train as an Information & Reception Assistant with a view to assist fielding email, telephone, webchat & face-to-face enquiries from members of the public at Citizens Advice Colchester.
- To operate the information room and assist clients using the service.
- To carry out the duties of reception and administer other services as required (e.g. issue of cards for the Essential Living Fund, Pension Wise guidance service, etc.)
- To provide information & assistance at outreach locations on occasion to members of the public.
- To attend volunteer & staff meetings as required.
- To abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Demonstrate willingness to train towards and work within the aims and principles of the Citizens Advice.
- To carry out any other duties as required by Citizens Advice Colchester, including assisting with research and campaigns on local & national issues.

Information & Reception Assistant Person Specification

1. Good organisational skills.
2. IT literate, with the ability to adapt to new systems.
3. Good Interpersonal skills.
4. Ability to work within guidelines, protocols and procedures.
5. Ability to demonstrate a willingness to commit to a training programme, sometimes involving various partner organisations within the local area.
6. Good numeracy skills.
7. Good oral and written communication skills.
8. Ability to work well in a team.
9. Ability to prioritise and work under pressure.