



Volunteer Customer Service Assistant

Purpose of Role

The purpose of the role is to assist the Shop Management team in all operational activities within the 4Sight Vision Charity Shop. This role will also require good customer service skills.

Main Activities/Tasks

- To ensure the shop floor is kept clean and clear.
- Welcoming customers and helping with their needs.
- Keep shop floor stocked.
- To be proactive and motivated.
- To deter shop lifting elements.
- To replenish stock in the window displays, changing stock and prices as required.
- Promote events and services of 4Sight Vision Support.
- Answer the telephone when required.

Qualities/Experience/Skills

Good communication and customer care service skills are essential to fulfil this role. Being able to work as part of a team and with the general public is essential.

Training

Full in-house training will be given of operational procedures during your induction period.

Location

4Sight Vision Support Charity Shop based in Bognor Regis.

Hours of Volunteering

The shop is open Mon-Sat, shifts are 9am to 1pm and 1pm to 5pm. (may be flexible)

Main Point of Contact

The Shop Management Team

Charity No: 1075447

Company No: 3740647

Feb 2018