CUSTOMER SERVICE

VOLUNTEER

**A bit about the role:**

You will be volunteering with our small Customer Service team to provide information and help to our visitors.

Selling a large variety of pet goods, answering the telephone and generally assisting the team.

**Team:**

Commercial – Customer Services Manager

**Time commitment:**

Flexible hours and days, between 10am and 4pm

**What you can expect to be doing:**

Answering telephone and in person enquiries

Selling from the pet goods store

Using the till

Restocking shelves and rails

General tidying of the pet goods area

**The role will suit you if:**

You enjoy being part of a vibrant team.

You have a polite and engaging manner and are confident talking to people

Good IT skills, although training will be given

You have your own transport to get to and from Raystede

**How you will make a difference:**

Your support will directly help the Customer Service team, who in turn support every area of our Charity.

You will also be helping our animals at Raystede.

**What’s in it for you:**

* A welcoming and enjoyable experience and the chance to meet like-minded people
* Recognition and appreciation for your contribution
* Complimentary lunch and hot drink whilst volunteering
* 50% discount off food and drink in the Café whilst volunteering
* Uniform, induction and role specific training programme with ongoing support
* The option of reimbursement of local travel costs between home and Raystede

Volunteer role: Customer Services Volunteer Reviewed: August 2024