

Customer Service / Front of House Volunteers

We are looking for welcoming, confident volunteers to provide a Helpdesk and Information Service for the people who visit The Stable each year. You will help guide our visitors around the building, answer questions about our work and ensure that our visitors feel welcomed. This role is suitable for anyone who is interested in a customer-facing role or simply loves to talk to others.

Reporting to: The Stable Manager

Location: 3-6 Wadham Street Weston-Super-Mare BS23 1JY

Days or Hours Required: Weekdays

Description of duties:

Meet and greet visitors to The Stable.

Answering questions and directing visitors around The Stable or to relevant area or section.

Carry out Market Research and Visitor Questionnaires as required.

Support the process of donations, sponsorship and regular giving via Customer Services.

Promote and support onsite courses and events.

Restocking rooms with refreshments.

General tidying of the customer services area and stock cupboards.

Answering Telephone enquiries .

Setting up and breaking down rooms ready for hire.

Skills and Experience you will need:

Polite and engaging manner and confident talking to visitors

Some customer service experience, although not essential as training will be given

Good IT skills

What we offer you:

A volunteer uniform

Support and on-going training in your chosen role

Friendly, social atmosphere with like minded people

