

Hounslow Citizens Advice Bureaux Service



We are looking for

Volunteer Telephone Assessors

This involves giving information and basic advice on issues such as debt, benefits, housing and employment.

What we will require of you:

- Ability to work on the telephone and interact effectively with a wide range of people
- Commitment to deliver excellent customer service and customer care
- Flexible and willing to work as part of a team
- Good communication skills both written and oral
- Ability to manage time effectively
- Good standard of numeracy and literacy
- Good standard of computer skills – outlook/internet
- Accurate and having attention to detail
- Commitment to ongoing training and development
- Commitment to the Citizens Advice Aims and Principles

You need to be able to make a regular commitment of 2 days a week

If you have any questions or wish to request an application please email: info@hounslowcabs.org.uk