

# Opportunity Profile

## Call Centre Volunteer



<b>Role Title:</b>	Call centre volunteer
<b>Reporting To:</b>	Freda Owusu
<b>Based at:</b>	Wembley Park Brent HA9 0TB and 2a Cloughton Rd Newham E13 9PN
<b>Commitment:</b>	Between 2 hours and up to 14 hours
<b>Role Purpose:</b>	To be the first point of contact, for residents' queries and requests related to repairs, housing management and any other services managed by the customer Contact Centre. To manage contacts with other individuals and organisations as required. To provide a high quality customer service that meets or exceeds standards set by Genesis Housing Association.
<b>Tasks and Activities Include:</b>	<ul style="list-style-type: none"><li>• Deal with up to 80% of all enquiries.</li><li>• Deliver excellent customer service.</li><li>• Respond to all telephone calls and other contacts.</li><li>• Raise repairs related queries appropriately.</li><li>• Take telephone payments, if required.</li><li>• Handle contacts resulting from campaigns or mailings (e.g. rent/service charge statements).</li><li>• Assess and record the nature of each contact and resolve at the first point of contact wherever possible.</li><li>• Act as advocate for the resident.</li><li>• Where a query or service request cannot be resolved – forward the contact to the appropriate person/department.</li><li>• Provide advice to residents on procedures and service</li></ul>

	<p>standards.</p> <ul style="list-style-type: none"> <li>• Perform any admin support as required within the Contact Centre.</li> <li>• Write letters, e-mails and any other written communication in a professional and clear style.</li> <li>• Liaise with maintenance, finance and other internal departments when necessary.</li> </ul>
<b>What's in it for you:</b>	<p>This is a excellent opportunity to gain first hand experience of working in a busy call centre within a large Housing Association.</p> <p>You will be supported by staff and also receive excellent training and supervision.</p>
<b>Skills</b>	<p>You will need to be able to possess basic literacy and numeracy skills an ideally have some customer service experience. This is not essential and we will train people if they show commitment and enthusiasm.</p>
<b>Training and Development:</b>	<p>As well as receiving Genesis call centre training, we will also provide you with access to the Genesis corporate induction programme and other training that we will explore with you as part of your ongoing volunteer review.</p>
<b>Equal Opportunities:</b>	<p>Genesis Community seeks to reflect the diversity of the community it serves through its volunteer base. * See Genesis equalities policy.</p>
<b>Confidentiality:</b>	<p>You will be asked to sign a confidentiality form that outlines your responsibility to respect confidentiality on any matters in relation to your volunteering role.</p> <p>As part of the role you subject to satisfactory police clearance (CRB).</p>
<b>Notes:</b>	<ul style="list-style-type: none"> <li>• If working a full day, lunch will paid on receipt of an invoice up to £5.00</li> <li>• Reasonable travel expenses reimbursed.</li> </ul>

For any questions on this form please contact Richard Sharp

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