

Customer Service Volunteer

[Various weekdays to be in a roster]

REPORTS TO:

The Reception Volunteer will report to the head receptionist rostered on.

POSITION OVERVIEW:

CCF are looking for Customer Service Volunteers to help out at our working city Farm. The Customer Service role has two components - Ticket Sales and Farm Gate Sales. Previous sales and customer service experience would be considered advantageous but not essential. On the job training will be provided. The Ticket Sales component of the role includes on the day sales and checking in online sales. The Farm Gate component of the role includes assisting customers with their purchases and reconciling all sales.

RESPONSIBILITIES AND DUTIES:

- Undertake customer service and point of sale operations, including welcoming visitors, clients and stakeholders to the Farm and processing transactions.
- Responding to phone calls and emails and directing enquiries with professionalism using excellent customer service and communication skills.
- Maintaining front office and Farm entry areas to a neat standard to ensure a welcoming and safe environment.
- Farm Shop operations: stock management, sales etc.
- Perform data entry activities accurately and efficiently.
- Receive and sort mail and deliveries and incoming and outgoing correspondence as required.
- Other administrative, housekeeping or general Farm duties as required.

QUALIFICATIONS:

- Excellent communication, interpersonal and customer service skills and a demonstrated ability to act professionally and with courtesy when interacting with people of all backgrounds, ages and abilities.
- A crucial public facing role, the Customer Service Volunteer excels in a high tempo environment, ensuring that visitors' first impression of the Farm is warm, courteous and professional. An excellent communicator and relationship builder, you are calm under pressure, adaptable, and able to politely manage conflict resolution.
- Possess relevant qualifications and/or experience in customer service / reception / administration
- A valid WWCC

To enquire / apply, please contact the [Volunteer Coordinator](#)