

Advice Line Telephone Assessors

These volunteers take initial telephone calls from clients, clarify the issues requiring help and direct them to the appropriate source of support, either with the Citizens Advice Bromley or other local agencies. Telephone assessors then have to record the conversation on to an online data base. A clear and sympathetic telephone manner is required and as well as experience of handling telephone calls in a busy environment. Training will be given and we ask that volunteers in this role are able to volunteer for at least 4 months.

We have vacancies for a Monday or Tuesday, either all day (9 am to 5 pm with an hour for breaks), or a shift 9 am to 1 pm or 1 pm to 5 pm.