

## Advice Line Telephone Assessors What

will you do?

- 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.
- Record the conversation and client details on to an online data base.



### What do you need to have?

- A clear and sympathetic telephone manner
- Experience of handling telephone calls in a busy environment.

- Ability to complete online databases  What's in it for you?

- Gain and build on valuable skills and experience
- Contribute to the smooth running of the advice service which makes a real difference to peoples' lives
- Work with a range of different people
- Training will be given

And we'll reimburse expenses too.



### How much time do you need to give?

- Minimum of one day per week
- 9 am to 5 pm with an hour for break
- Or, two shifts per week: 9 am to 1 pm or 1 pm to 5 pm. □ Commitment of at least 4 months

