

Telephone Support Volunteer - Role Description

Resource, the organization that has been helping the Jewish community into employment for over 25 years, is looking for a friendly and efficient telephone support volunteer to support our Resource Community

Overview of the role:

Resource has a thriving community of alumni who have received our support in recent years, known as the Resource Community. The role of the telephone support volunteer is, as part of a team, to keep in touch with members of the Resource Community.

Time Commitment:

Approximately twice a year, for one to two days at a time, although some flexibility is helpful

Key Responsibilities:

- To make phone calls to previous Resource clients for a variety of purposes, including inviting them to events, finding out how their careers are progressing and seeing if they require any additional support
- To keep clients' records up to date

Essential Requirements:

- Good communication skills and warm telephone manner
- Confident at using IT, particularly Microsoft Word/Excel and email
- A professional and business-like approach
- To be able to adapt approach to differing clients

Desirable Requirements:

- Experience of working in an office environment
- Experience of using databases

Interested? Please contact the Resource office for more information on 020 8346 4000 or email office@resource-centre.org

Why Volunteer for Resource?

We received a **100% Satisfaction Rating** from JVN Survey

All of our volunteers:

- have the satisfaction of helping change people's lives: we have helped over 12,000 people into work
- are part of a professional and highly motivated team
- receive regular invitations to team building, training and social events

"Most of the time I do not feel I am "volunteering" but actually employed to perform a highly worthwhile and positive job."

Resource has been helping our community since the early 1990's. Be part of our future into the 2020's