



Just Between Friends Shop Customer Service Volunteer

The following statements are intended to describe, in broad terms, the general functions and responsibility levels characteristic of positions assigned to this classification. They should not be viewed as an exhaustive list of the specific duties and prerequisites applicable to individual positions that have been so classified.

Summary

Assist FLPL Shop customers with their purchases and other related activities for a small Friends of Lewes Public Library shop located in the Lewes Public Library.

Customer Service Volunteer Duties and Responsibilities

- Deal directly with the customers either through face to face or telephone. Respond promptly to the customer inquiries in order to resolve them.
- Assist Cashier to process sales.
- Handle and resolve customer complaints for the benefit of the organization.
- Be knowledgeable about FLPL Shop stock, policies, and procedures.

Skills needed

- Basic computer skills

Working Conditions and Physical Effort

- Moderate physical activity. Requires handling of average-weight objects up to 25 pounds or standing and/or walking for up to four (4) hours per day.
- No or very limited exposure to physical risk.
- Work is normally performed in a typical interior/office work environment.
- References may be required.