## L:\DOCUMENT\Marketing\logos\Explore Libraries\Explore New Earswick.jpg

## Volunteer Opportunity

|  |
| --- |
| Shop volunteer |
| **Where**  York Explore Library Learning Centre  Acomb Explore Library Learning Centre |

What will I be doing?

### The shop volunteer role offers an excellent opportunity to work as part of the team supporting the day to day running of Explore. You will have the chance to gain experience of engaging with customers and visitors of all ages and backgrounds, and increasing your confidence and customer service skills.

How will I be helping you?

We are looking for volunteers with a passion for great customer service to support customers purchasing merchandise from our Explore shops at York and Acomb. As this is a new venture for Explore it is very important to us that the shops are well presented and promoted to customers.

**Tasks**

* Interacting with customers in a proactive, friendly and welcoming manner.
* Ensuring the products are presented correctly.
* Keeping stock clean & tidy.
* Answering simple questions regarding products to help customers with their selection.
* To replenish stock as and when necessary.
* Know the products & prices.
* Promote other Explore events and services.

## What skills do I need?

* You will be passionate about Libraries & delivering great customer service.
* You should be friendly and approachable with a positive attitude.
* You enjoy working as part of a team.
* You enjoy promoting products in the shop & Library services.
* You will be honest and reliable.
* You will be confident interacting with people and know when to pass a customer to a member of Explore staff.

**What will I learn?**

* You will build your confidence by interacting with a wide variety of people. It’s a great opportunity to work with & meet new people.
* You will gain good communication skills by working in a team of Shop volunteers and by interacting with customers & staff.

**How much time do I need to commit?**

Opportunities to volunteer are available from Monday to Sunday depending on where you would like to volunteer. Exact hours will be negotiated and agreed to suit both you and the shop. Volunteering at peak business times would be particularly helpful.