

## job description

To provide an efficient and effective reception service to all customers. Including: promoting the facilities services and programmes to increase sales, take bookings, receive cash, issue tickets and deal with customer enquiries.

## rota

	Week 1		Week 2	
Monday				
Tuesday				
Wednesday				
Thursday	2pm - 10pm	8	2pm - 10pm	8
Friday	2pm - 9:30pm	7.5	2pm - 9:30pm	7.5
Saturday				
Sunday			12pm - 5:30pm	5.5
		15.5		21
Total	36.5			
Average	18.25			

## role profile

<b>Role Title:</b>	Customer Service Assistant
<b>Grade:</b>	C1/C2
<b>Date:</b>	October 2021
<b>Responsible to:</b>	Assistant Service Manager

## Accountabilities:

All our roles play a key part in delivering our strategic themes to achieve our goals:

1. Contribute towards achieving a positive culture in delivering our dynamic and life enhancing strategy and outcomes. Build positive and effective relationships with customers, colleagues, partners and key stakeholders.
2. Provide an efficient and effective information service to customers including, knowledge of products and services to direct customers appropriately and increase sale opportunities.
3. Ensure an efficient booking system is maintained for facilities and services. Be responsible for the receipt of income in line with the Financial Regulations and Accounting Procedures and issue tickets and receipts as necessary.
4. Develop and maintain the highest level of contact and communication with customers and staff so as it ensures confidence in and satisfaction with all Active Tameside's products and services by Utilising and operating telephone and electronic systems in accordance with the duties and responsibilities of the role.

5. Be a flexible and proactive team member who inspires improvements and developments in people, performance and processes. To inspire a “best in class” approach in representing our brand internally and externally.
6. Live and breathe the vision and values of Active Tameside in a customer focused way to drive us to be the best that we can be. To lead by example and to be an active role model in delivering our policies and procedures.

## Requirements:

Our recruitment process will include you demonstrating these requirements from your application form, interview and/or assessment(s):

### Knowledge

#### **Knowledge of cash handling/accounts**

*Knowledge of leisure facility operations and services*

#### **IT literate- use of Microsoft Office programmes or equivalent**

#### **Literacy and numeracy skills**

### Skills

**Ability to manage without direct supervision and make effective decisions in complex circumstances.**

**Effective communication skills and the ability to communicate information to employees and customers**

**Excellent organisational and planning skills**

**Ability to work under pressure**

**Willingness to work flexibly when required**

### Experience

**Experience dealing with enquiries in a customer service environment both face to face and by telephone**

**Experience in Administrative/booking procedures**

**Experience in promoting products and services**

*Operation of electronic equipment/systems/record keeping*

**Essential Criteria – in bold**     *Desirable Criteria – in italics*

**our employee  
lifecycle**



**Hire me** Provide a job role that enables me to utilise my unique talents ensuring individuals are fit for purpose and success.

**Develop me** I am supported by managers that will help me develop as an individual to be the best I can be.

**Manage my performance** Provide an environment that promotes continuous learning and development. Managers and employees are clear on their mutual expectations and managers provide helpful and constructive feedback.

**Engage and motivate me** I am able to participate in decisions that affect me and my team. And concerns I have are dealt with urgently with any issues dealt with sensitively and with emotional intelligence.

**Thank me** My time and extra effort are recognised and appropriately rewarded. Leaders and managers show respect for my time.

**Wish me farewell** My feedback is appreciated and may enable continued improvements in the workplace for others.