



Customer Services Advisor
(Temporary Full Time/Part Time positions available)

Position: Customer Services Advisor

Season: Summer (approx. 8-10 weeks)

Basis: Full Time Temporary Fixed Term Contract

Start Date: 28th June 2017

End Date: 25th August 2017 (dates are approx. and subject to change depending on work demand)

Hours: Monday to Friday 8am – 6pm (during camp dates, outside of camp dates 9am-5pm, with some weekend hours)

Reporting to: Customer Services Manager

Summary of Position:

A great opportunity to be part of an exciting and fun business which provides activity-based childcare for children aged 4 to 14 years at 28 outstanding locations during the school holidays. The Customer Services Advisor role is at the start and heart of the parents' experience, and as such we're looking for temporary staff who will make a great first impression whether on the phone or via email. You'll need to have positive attitude, be a great team player, have excellent communication skills and be adaptable!

Duties and Responsibilities:

- Respond to customer enquiries via telephone and email in a professional, friendly and timely manner
- Provide a high standard and level of customer service and product knowledge
- To assist customers in placing their bookings
- Report any customer issues to the customer services manager
- Keep meticulous records of customer communications and conversations

Requirements:

- Ability to grasp product knowledge and portray this confidently to customers
- Experience of working within customer services ideally within the leisure or educational industry
- Outstanding customer service skills and focus on resolving customer queries in a professional and polite manner, whilst remaining calm when dealing with customers
- Computer proficiency with Microsoft applications and booking processes
- Flexibility with working hours is essential

To apply for this position please email your CV and a cover letter to Debra Juler at debra@ultimateactivity.co.uk

For more information about the company please visit our website:

www.ultimateactivity.co.uk

£7.00- £8.00 per hour with the addition of holiday allowance paid per hour worked.