



RECRUITMENT OPPORTUNITY

CLIMBING CUSTOMER SERVICE ADVISORS

at Various Everyone Active climbing centres in the South East region

Casual and contracted hours, including evenings and weekends

Competitive rate of pay

Everyone Active is currently seeking a high calibre positive, supportive, inclusive and progressive individual. You will also need to embrace our brand mission of 30 minutes of activity 5 times a week.

Job purpose:

To deliver high quality customer service to all customers, in-line with the organisational policies and procedures. You will work as part of a team to ensure the operational running of the climbing centre on a day-to-day basis. Your enthusiasm, positive and friendly attitude will ensure customers encounter a welcoming and enjoyable experience at all times. You will aid with the retention and attraction of new customer.

The list below outlines the principal duties and tasks related to this role. This is not intended to cover every responsibility since, by the nature of the role, the Customer Service Advisor will be expected to take ownership of the areas of accountability and to develop it in line with the needs of the centre.

Main Areas of Accountability:

- Meet and greet all customers, delivering high quality customer service, at all times
- Maintain manual and computerised administrative systems including bookings, membership and general record keeping as required
- Maintain secure cash handling and reconciliation procedures at all times, including cashing up at the end of the shift
- Maintain and secure all reception stocks and assist in achieving retail and vending financial targets
- Tour prospective customers to support in achieving incomes targets, in line with all sales guidelines and procedures
- Assist with membership promotion activity and administration, including in reach and outreach campaigns and actively aid with the retention and attraction of new customers.
- Provide customers with information and assist members of the public in their usage of the facilities by ensuring smooth operations and changeovers.
- Ensure the highest standards of cleanliness are maintained in all areas of the centre at all times, and carry out basic cleaning and maintenance as required.
- Ensure that the facilities NOPS, EAPS and Risk assessments are implemented and contribute to development
- Ensure the facilities meet all Health and Safety obligations and are compliant with Data security and safeguarding practices and policies
- Assist in keeping the Climbing Front of House area reception area clean and tidy, at all times
- Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
- Administer all reservations, cancellations and no-shows.
- Keep up to date with current promotions and service offers, to be knowledgeable about products and services
- Report any maintenance or safety issues immediately to the senior climbing manager and carry out site checks as required
- Assist with projects and provide other administrative support for the team as required
- CCSA's will be trained to undertake other responsibilities and provide cover for operational and sales functions
- Achieve and maintain Quest accreditation.
- Achieve and maintain Investors in People (IiP) accreditation
- Work positively in accordance with the Trust's Equal Opportunities Policy
- Undertake any other duties as may be reasonably be required.

For more details on the position or to apply, email a current CV to Jez Tapping at jeztapping@everyoneactive.com

www.everyoneactive.com

everyone
ACTIVE

Everyone Active is an equal opportunities employer and an Investors in People organisation, who are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All applicants will be required to undertake checks and references prior to appointment.

Voted No 1

Accreditations & Partners

