**Job Description**

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| Job Title: | **Customer Services Advisor** |
| Reporting to: | **Site Manager and Area Manager** |
| Based at: | **East Grinstead Sports Club** |

**Background**

East Grinstead Sports Club Limited (the Charity), is a not for profit charity established to provide sporting facilities for the community of East Grinstead and the surrounding area.

The Charity owns a multi-sport, fitness and social facility (‘EGSC’), which is the home to over twenty sports clubs and organisations, and is used by locals and visitors of all ages, abilities and backgrounds. Several of the sports clubs based at EGSC have developed successfully teams competing up to national level with some individuals playing their sport at international level and in the case of hockey, achieving Olympic success. Through these successes, the Sports Clubs and Charity have developed linked to national sporting bodies, and have been involved in national and international events.

The success at elite level is in parallel with a family oriented sports participation and development ethos which allows and encourages youngsters and adults of all abilities to develop and enjoy their sports to their own personal level of abilities. The sports clubs have about 1,000 youngsters playing their sports at EGSC with a similar number of adult sports club members.

**The Post in Context**

We have taken positive steps in developing our site management’s approach to the ‘customer’s journey’. Through investment in facilities, systems and processes we have experienced growth in participation but it is essential for us to continue to explore new opportunities for investment and partnership, to inspire active lifestyles within our communities.

As the first point of contact you will be critical in providing a first class customer services experience by welcoming customers positively and ensure efficiency of service and administration at reception.

**Customer Service**

The priorities of the CSA’s are:

1. To provide a friendly and efficient service to all customers.
2. To pro-actively provide information to promote the Centre to the public at all times.
3. To respond positively to customer enquiries.

**Reception**

* To answer, promptly, incoming telephone calls.
* To welcome and acclimatise visitors to the centre.
* To direct customers to the correct place of activity.
* To control entry and exit systems.
* To use PA systems for information and control.
* To maintain a clean and tidy reception area.
* To be smartly presented in uniform at all times.

**Administration**

* Responsible for the smooth operation of the booking system embracing system enhancements.
* To control and cash up all monies during the session in accordance with the financial regulations.

**Promotion of Centre**

* To promote the sale of goods and memberships.
* To enrol and issue cards in relation to memberships and categories available.
* To deal with customer enquiries regarding programme and course details, first aid, lost property etc.

**Other Duties**

To carry out other duties as required.

To adhere to Wave Leisure Trust’s policies and procedures.

I agree to accept this Job Description.

Signed:

Name:

Date:

**PERSON SPECIFICATION – CUSTOMER SERVICES ADVISOR**

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|  | **Essential** | **Desirable** |
| **Disposition** | Customer focused  Driven and Enthusiastic  Passion for providing exceptional service  Can do attitude  Pro-active  Team Player  Interpersonal skills |  |
| **Experience** | Similar work environment |  |
| **Skills** | Excellent communication skills – face to face, telephone. Able to remain calm and professional in challenging circumstances.  Knowledge of cash till operations and administration of cash returns. |  |
| **Other** | To be flexible to the changing demands of the business.  Able to react positively to changes in policy and development into new or improved areas of service activity.  To be able to follow Wave Leisure Trust Policies and Procedures. |  |
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