**JOB DESCRIPTION**

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| **Job Title:** | **Customer Service Advisor** |
| **Reporting To:** | Operations Manager |

**Background**

Wave Leisure Trust Limited (Wave) is a Charity and Social Enterprise with a purpose of “Inspiring Active Lifestyles” and a Vision, “To be at the heart of the improvement of health and wellbeing within the Community”.

Formed in 2006, Wave is recognised as an award-winning Trust, managing fifteen leisure facilities and Newhaven Fort along with providing a vast range of activity programmes and outreach initiatives.

Supporting well over one million active customer visits on an annual basis, Wave ensures all surplus revenues generated from activities are reinvested back into the community in the form of facility developments and refurbishments, new programmes of activity or outreach initiatives.

As we emerge from the intense phase of the pandemic our ‘Build Back Better’ Strategy focuses on three key activity areas:

1. **Rebuild**
* The structure of the business focusing on core activities.
1. **Invest**
* To ensure recovery, greater resilience and future sustainability.
1. **Community Health**
* In isolation or in partnership with public health partners to deliver positive health interventions.

**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.

**Name:** ………………………………………………………………………………………………..

**Signed:** ………………………………………………………………………………………………

**Date:** ………………………….………………………………………………………………………

**PERSON SPECIFICATION: CUSTOMER SERVICE 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
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| **Experience** | * Similar work environment
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| **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
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| **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
 |  |