

Customer Service Assistant

Salary: £17,175.15p.a pro rata for part-time 22years of age and under
£17,208.77p.a pro rata for part-time 23years +

Base: Active Hyde

Working Hours: 22 hours

Contract: Permanent

Closing date: 5th August 2021

Please Quote: AT509

helping you to live your best life

Active Tameside is a registered charity. We're here to inspire the people of Tameside into living healthier, happier and more active lives.

We are looking for a Customer Service Assistant to join the team at Active Hyde.

As one of our Customer Service Assistants you will deal with customer enquiries and bookings in a face to face environment as well as by telephone.

You should possess good communication, literacy and numeracy skills, have excellent presentation and customer service skills and have previous experience involving cash handling.

The working hours are:

	Week 1		Week 2		Week 3	
Monday	Day Off		Day Off		8am - 3pm	7
Tuesday	Day Off		Day Off		8am - 3pm	7
Wednesday	Day Off		Day Off		Day Off	
Thursday	Day Off		Day Off		Day Off	
Friday	8am - 3pm	7	Day Off		Day Off	
Saturday	9am - 5pm	7.5	9am - 5pm	7.5	9am - 5pm	7.5
Sunday	9am - 5pm	7.5	9am - 5pm	7.5	9am - 5pm	7.5
		22		15		29
Average =		22				

In return we can offer you the opportunity to play a major role in the provision of an excellent service. Ongoing training and development will be provided.

Active Tameside is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and it is expected that all applicants will share this commitment. DBS checks will be carried out on successful candidates subject to post requirement.

To apply for this position please fill out the form online or alternatively with an application form and return it to HR@activetameside.com or Human Resources, Active Tameside, Active Ken Ward, Hattersley Road East, Hattersley, Hyde, SK14 3NL.

Application forms can be found on www.activetameside.com or email HR@activetameside.com. For help or advice in completing the application form please contact Human Resources on 0161 366 4814.

Role Profile

Role Title:	Customer Service Assistant
Grade:	C1/C2
Date:	May 2019
Responsible to:	Assistant Service Manager

Role Purpose:

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.

Role 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.

Role Requirements:

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

Knowledge	Experience
<p>Knowledge of cash handling/accounts</p> <p><i>Knowledge of leisure facility operations and services</i></p> <p>IT literate- use of Microsoft Office programmes or equivalent</p> <p>Literacy and numeracy skills</p>	<p>Experience dealing with enquiries in a customer service environment both face to face and by telephone</p> <p>Experience in Administrative/booking procedures</p> <p>Experience in promoting products and services</p> <p><i>Operation of electronic equipment/systems/record keeping</i></p>
Skills	Values
<p>Ability to manage without direct supervision and make effective decisions in complex circumstances.</p> <p>Effective communication skills and the ability to communicate information to employees and customers</p> <p>Excellent organisational and planning skills</p> <p>Ability to work under pressure</p> <p>Willingness to work flexibly when required</p>	<p>★ Active - we encourage people to be healthy and active.</p> <p>★ Champion - we work and adapt so that we can be the best.</p> <p>★ Together - we are there for people that need our help.</p> <p>★ Integrity - we are genuine and honest with people.</p> <p>★ Value - we respect people's opinions and differences.</p> <p>★ Enthusiasm - we enjoy what we do and act positively.</p>

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