

## JOB DESCRIPTION

<b>Job Title</b>	Customer Service Assistant
<b>Job Reference Number</b>	YT2215
<b>Closing Date</b>	Sunday 20 March 2022
<b>Interview Date</b>	TBC
<b>Location</b>	Middleton Arena
<b>Pay Band</b>	Band 2, £8.91 per hour
<b>Hours of Work</b>	16 hours per week
<b>Accountable To</b>	Senior Customer Service Assistant
<b>Accountable For</b>	Not Applicable
<b>Special Conditions</b>	The post-holder is expected to be flexible to ensure that the needs of the business are met at all times and evening, weekend and Bank Holiday working will be required as directed by the service. All positions are subject to a DBS Check appropriate to the role.

### 1. PURPOSE AND OBJECTIVES OF THE JOB

The purpose of the job is to provide a professional, efficient and high quality service to customers of Your Trust. This includes greeting customers and directing them to the appropriate service they require, being responsible for cash collection and reconciliation, promoting other services offered and ensuring up to date and accurate information is available at all times.

### 2. PRINCIPAL DUTIES AND RESPONSIBILITIES

- a) Control of cash point, operation of computerised cash register and other payment systems, issuing of receipts, checking use of passes, recording receipt numbers on booking sheets;
- b) Answering calls and dealing with enquiries;
- c) Dealing with enquiries from customers and potential customers, offering information and advice regarding services provided and making referrals other services;
- d) Promoting use of various services including being involved in special promotions and maintaining all promotional material racks and notice boards, issuing of promotional materials and customer surveys;
- e) Issuing and selling of equipment, stock control and weekly stock reconciliation;

- f) Maintaining and updating database information systems as required;
- g) Recording of lost property and customer valuables and administering care of valuables system;
- h) Maintaining the reception area and surroundings to a standard which promotes an efficient administration system and a high standard of customer care. Safety and control of customers in accordance with the 'Code of Conduct' and other relevant guidelines, policies and procedures as provided, to prevent injury, misuse and damage to facilities within the reception area, including and reacting to CCTV system;
- i) Taking bookings for all services, compiling registers of block bookings, including obtaining signatures from the control of billing and keeping system in order;
- j) Taking bookings for swimming lessons, compiling register of courses, administering courses to ensure customers and coaches are aware of changes and achieving maximum usage via reserve lists;
- k) Advising customers about Your Trust Card and Extra Card Scheme receiving and processing applications and issuing passes;
- l) Operating registered user system;
- m) Carrying out clerical duties e.g., listings from completion as necessary;
- n) To undertake other such duties and responsibilities of an equivalent nature as may be determined by Line Manager including providing cover as necessary in the absence of staff;
- o) To work at other Your Trust venues as required to which advance notice and training will be provided if required;
- p) To wear the Your Trust issued uniform and ID badge at all times and to ensure the uniform is kept presentable.

### **3. SECONDARY DUTIES AND RESPONSIBILITIES**

- a) Data Quality - To ensure that Your Trust policy and procedures in respect of Data Quality are adhered to consistently and at all times in respect of any data collected or used in the planning and delivery of services.
- b) Equality & Diversity - To work in accordance with Your Trust policy and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied in the delivery of all facilities and services.
- c) Health, Safety and Welfare - To be responsible for the health, safety, and welfare of self and other persons who may be affected by job holder's actions or omissions whilst at work. Additionally, be responsible for maintaining and implementing the requirements of the Health and Safety at Work Act and for the execution of any duties and

responsibilities attached to the job within the company's health and safety policy and procedures. A high standard of personal hygiene and personal presentation is required at all times.

- d) Performance Management - To promote and practice a performance management culture within all facilities and services, including the setting and achieving of team and individual performance targets and the implementation of robust monitoring, evaluation and reporting systems.
- e) Relationships - To promote positive working relationships with all internal and external parties.
- f) Training and Development - To participate in any training initiatives in relation to the duties of the post and ensure that personal qualifications are kept valid via attendance on training as provided by the service as reasonably practicable.

## PERSON SPECIFICATION

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<b>Job Reference Number</b>	YT2215

### Note to Applicants

The **Essential** criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the job.

The **Desirable** criteria are used to help decide between candidates who meet all the Essential criteria.

If the **How Identified** column says Application Form you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education.

Qualifications and Experience	Essential / Desirable	How Identified
Qualified to GCSE Grade C or above in Maths and English	Essential	Application Form / Interview
Experience of working in a reception or customer focussed environment	Essential	Application Form / Interview
Experience of dealing with customers	Essential	Application Form / Interview
Qualified to Level 2 or equivalent in Customer Care or similar subject	Desirable	Application Form
Hold First Aid at Work Certificate or demonstrate commitment and ability to achieve within 3-6 months	Desirable	Application Form

Skills and Knowledge	Essential / Desirable	How Identified
Ability to develop positive relationships with stakeholders, partners and members of the public	Essential	Application Form / Interview
Friendly, outgoing person who likes to work with different clients	Essential	Application Form / Interview
Ability to follow laid down procedures, work under pressure and without constant supervision	Essential	Application Form / Interview
Ability to work within a team with common objectives	Essential	Application Form / Interview
Ability to handle and reconcile cash	Essential	Application Form / Interview
Knowledge of computerised leisure booking and management systems	Essential	Application Form / Interview
Knowledge of stock control procedures	Essential	Application Form / Interview

<b>Skills and Knowledge</b>	<b>Essential / Desirable</b>	<b>How Identified</b>
Good level of numeracy / literacy skills	Essential	Application Form / Interview
Excellent communication; both oral and written and excellent interpersonal skills	Essential	Application Form / Interview
Excellent IT skills (Word, Excel, Outlook)	Essential	Application Form / Interview
Excellent time management skills	Essential	Application Form / Interview

<b>Special Working Conditions</b>	<b>Essential / Desirable</b>	<b>How Identified</b>
Able to work flexibly including evenings, weekends and Bank Holidays	Essential	Application Form / Interview
Demonstrate commitment to Your Trust Values of Curiosity, Passion and Trust	Essential	Application Form / Interview
High standards of personal presentation and appearance	Essential	Interview
Full UK driving licence	Desirable	Application Form

<b>Post Holder Name</b>	
<b>Post Holder Signature</b>	
<b>Date</b>	

Version: January 2019  
 Completed By: Director of Operations