

Torfaen Leisure Trust **Job Description**



Position Details	
Position Title: Customer Services Advisor	
Section/Unit: Operations	Location: Multiple sites
Responsible To: Customer Service Manager/Supervisor	Responsible For: No Staff Responsibility
Salary: National Minimum Wage	
Date Issued: May 2023	

Job Purpose
<p>To provide an effective, knowledgeable, friendly, and efficient service to all customers. To maximise membership sales and promote services to customers.</p> <p>We are looking for a customer focused person who can remain calm in all situations. To act as the first point of contact for customers within Torfaen Leisure Trust (TLT), both over the phone and in person.</p>

Specific Duties and Responsibilities
<p>To handle bookings and payments for activities at the centres using the electronic point of sale system.</p> <p>To deal with general and sales enquiries from customers.</p> <p>To follow the TLT sales process, which includes providing tours of the facilities to prospective customers. Ensure customers enjoy a quality experience while at the centre.</p> <p>To carry out till reconciliations, banking duties and administrative tasks.</p> <p>To deal with customer enquiries.</p> <p>To make outgoing calls to customers.</p> <p>Ensure that the reception/office area is clean, tidy and efficient at all times.</p> <p>Report any shortcomings to the Line Manager.</p> <p>Ensure adequate provision of literature, customer information.</p> <p>To carry out stock takes for point-of-sale items</p> <p>Maintain records of lost property.</p>

To observe confidentiality in all aspects of work.

To demonstrate a willingness to undertake training development and learning opportunities to improve skills.

Comply with and support others to observe Health and Safety Act 2009 procedures and processes.

To work within Torfaen Leisure Trust's policy and procedures in respect of equal opportunity, anti-discriminatory and anti-oppressive practices.

To adhere to Data Protection principles whilst undertaking your duties and report data breaches to the designated Data Protection Officer

You are responsible for undertaking your duties in a manner which safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Designated Safeguarding Person. You must raise any concern or allegation of abuse and neglect without delay.

To accept that this job description may be periodically subject to review.

To undertake any other duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation, at your place of work or based in any other establishment.

Resources/Equipment/Material

Responsibility for a Torfaen Leisure Trust issued laptop if applicable.

Supervision/Management of People

There is no supervision or management of people.

Knowledge, Skills, Training and Experience

Essential Criteria

The applicant should have at least 5 GCSE's grades A – C (or equivalent) to include Maths and English

Possess excellent customer care and verbal communication skills.

Ability to demonstrate a strong commitment to teamwork.

Desirable Criteria

Experience of working in a customer focused environment.

Experience of dealing with members of the public.

Experience of electronic booking systems.

Experience of cash handling.

Sales experience.

Good written communication skills.

Knowledge of business IT applications (e.g. word processing/spreadsheets)

Special Working Conditions

Hours are worked on a shift rota basis which will include daytime, evening and weekend shifts.

The post holder may be required to provide additional shift cover for colleagues when necessary to meet the needs of the business.

The post holder will be required to always wear TLT uniform.

Working in a customer services and normal office environment.

Working across all TLT leisure centres as required to ensure that customer services are offered consistently.

The post holder will be expected to operate with a significant degree of flexibility.

The post holder will be required to travel independently between centres.