

North Northamptonshire Council – Job Description

Leisure Customer Advisor

Service Area:	Culture and Leisure
Reports To:	Duty Manager
Responsible For:	N/A
Scale:	1-2

Overall Job Purpose:

To provide an excellent first line customer contact service and where possible, working within agreed policies, procedures and standards, resolve enquiries at the first point of contact to maximise customer satisfaction.

The role is deemed to be multi - functional and there will be expected levels of rotation through all Culture and Leisure front line customer services as and where appropriate.

Main Duties and Responsibilities:

(This list contains the main duties and responsibilities of the post holder but it is not an exhaustive list)

1. To develop and maintain an in depth knowledge of the range of services provided by Culture and Leisure.
2. Operating the admissions system in accordance with laid down procedures in respect of:-
 - Adding new members and required subscriptions
 - Modifying / Updating member records
 - Taking / confirming bookings for individual activities, courts, classes, courses and holiday activities.
 - Answering the telephone and general enquiries as stipulated under facility procedures.
3. To use exceptional customer service skills to provide an efficient and friendly service to customers across all communication channels.

4. To ensure ownership of Culture and Leisure customer queries through to resolution using professional judgement, initiative and problem solving skills as appropriate.
5. Positively promote the facility through membership sales, leaflets, displays, general daily duties and any such promotional activities
6. To receive and handle customer payments in all acceptable forms in accordance with applicable policies and procedures. To reconcile the cashier banking and float at the end of the working day and generate applicable reports.
7. To practice and promote fair and equal treatment of staff and customers.
8. To establish, develop and maintain excellent working relationships with relevant personnel within the facilities.
9. To be competent in the use of a wide range of IT systems with appropriate training, technologies and manual systems to ensure the resolution of Culture and Leisure customer enquiries.
10. To assist in the day to day presentation and appearance of the front of house areas including the maintenance and availability of all literature and promotional material along with monitoring and replenishing stock in relation to re-sale items.
11. To assist in campaigns to promote, publicise and market the facilities to customers.
12. To act in accordance with Council Regulations, Standing Orders, Financial Regulations and guidelines as required.
13. To undertake all reasonable allied duties to the above within the context of service responsibilities.

NOTES

1. The post holder will be expected to wear black trousers/skirt and a black top accompanied by a corporate scarf whilst on duty.
2. The post holder will be required to contribute to training and development of self and others through participating in training/staff meetings including first aid, events and other agreed activities that enable the transfer of knowledge.
3. The post holder should be responsible as an employee under the Health & Safety at Work Act 1974 and take reasonable care for the health and safety of themselves and others.
4. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working any major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will also be required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

A flexible approach to work overtime during peak periods / special events or as required

I have read and understood the job description and sign to accept the above terms and conditions of employment.

Employee Signature _____ Date: _____

Authorisation Signature _____ Date: _____

North Northamptonshire Council – Person Specification

The ideal candidate will be able to demonstrate the following skills, knowledge and experience

Criteria	Skills, Knowledge, Experience etc	Essential / Desirable	Method of Assessment
Education / Qualifications	Good general education to GCSE standard or equivalent	E	Application
	Aptitude for figures	E	Application
	First Aid Qualification	D	Application
Skills / Experience	Cash Handling experience	D	Application
	Leisure Industry knowledge	D	Interview
	Customer Care skills	E	Application
	Knowledge of Health & Safety	D	Interview
	Team Player	E	Interview
	Flexible approach to the role and duties	E	Interview
	Aware of equal opportunities relevant to role	D	Interview
Miscellaneous	Working hours will be over a shift system. The salary grade is all inclusive and there will be no additional payments for shift or weekend working.	E	Interview
	Customer Care and Customer Service focus	E	Application
	Self motivated and able to respond positively to leadership and direction	D	Interview
	Commitment to sustained improvement	D	Interview
	Dress code must be adhered to	E	Interview