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|--|------------------------------|-----------------------------|
| <b>Post Title:</b>   | <b>Location Base:</b>        | <b>Reporting To:</b>        |
| Casual Customer Services Advisor   | BH Live Active: Corfe Mullen | Customer Operations Manager |
| <b>About BH Live</b>   |                              |                             |
| <p>BH Live is a leading operator of leisure and event venues – a registered charity and social enterprise. Our vision is to create sustainable and inspiring opportunities, deliver great experiences for our communities and improve health and well-being.</p> <p><b><u><a href="http://bhlive.org.uk">bhlive.org.uk</a></u></b></p>   |                              |                             |
| <b>Summary of role</b>   |                              |                             |
| <p>The successful individual will offer a high quality customer service ensuring that the customer's needs are fully met and exceeded in both of times given and information provided.</p>   |                              |                             |
| <b>Key responsibilities</b>  |                              |                             |
| <ul style="list-style-type: none"><li>• Provide a full customer service and assist and advise all customers in a polite and friendly manner, in order to make their visit to the centre an enjoyable experience.</li><li>• Work towards assisting the centre in achieving its membership sales targets, by ensuring use of the sales prospecting system and sales processes.</li><li>• Collection, control and reconciliation of income in accordance with the centre's written procedure on cash handling.</li><li>• Administer a computerised or manual booking system.</li><li>• Administer and maintain membership schemes.</li><li>• Assist with the administration of all centres courses, parties and activities</li><li>• Present to the public a high personal standard of appearance and presentation in accordance with the centres' staff charter.</li><li>• Assist with general clerical duties including typing, preparation of literature and notices</li><li>• Assist with issuing leisure cards.</li><li>• Operate switchboard ensuring calls are dealt with promptly and efficiently.</li><li>• Assist with the review and implementation of new systems applicable to the efficient operation of the customer service area.</li><li>• Attend training as and when required to meet the needs of the business.</li><li>• Maintain the centre's cleanliness, in particular all customer service zones.</li><li>• To be fully aware and adhere to the Centres' Normal Operating Procedures and Emergency Action Procedures.</li><li>• Regular contact with Centre Manager, Duty Manager and Centre Staff and customers over the phone.</li><li>• Flexible approach to rostering</li><li>• Any other duty as required by the line manager commensurate with the post.</li></ul> |                              |                             |

| Skills and experience                              |           |
|--|-----------|
| Details  | Criteria  |
| Excellent communication skills                     | Essential |
| Experience dealing with customers                  | Desirable |
| Possess a proactive approach                       | Essential |
| An understanding of Health and Safety requirements | Desirable |
| Understand the importance of customer care         | Essential |
| Good administration skills                         | Essential |

**Roles and responsibilities will evolve and change over time.**

**Owner: HR**

**Date updated/date effective from: 24.06.2024**