



Post Title:	Location Base:	Reporting To:
Casual Customer Services Advisor	BH Live Active – The Quays, Southampton	Customer Service & Membership Manager
About BH Live		
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. <u>bhlive.org.uk</u>		
Summary of role		
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.		
Key responsibilities		
• 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. • Work towards assisting the centre in achieving its membership sales targets, by ensuring use of the sales prospecting system and sales processes. • Collection, control and reconciliation of income in accordance with the centre's written procedure on cash handling. • Administer a computerised or manual booking system. • Administer and maintain membership schemes. • Assist with the administration of all centre's courses, parties and activities • Present to the public a high personal standard of appearance and presentation in accordance with the centres' staff charter. • Assist with general clerical duties including typing, preparation of literature and notices • Assist with issuing leisure cards. • Operate switchboard ensuring calls are dealt with promptly and efficiently. • Assist with the review and implementation of new systems applicable to the efficient operation of the customer service area. • Attend training as and when required to meet the needs of the business. • Maintain the centre's cleanliness, in particular all customer service zones. • To be fully aware and adhere to the Centres' Normal Operating Procedures and Emergency Action Procedures. • Regular contact with Centre Manager, Duty Manager and Centre Staff and customers over the phone. • Flexible approach to rostering • Any other duty as required by the line manager commensurate with the post.		

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.