Working at Broadland and South Norfolk District Councils

Job Role: Customer Service Assistant

Department: Leisure

Directorate: People & Communities

Purpose:

To provide a point of contact for all visitors to the centre.

To deliver high quality and professional customer service to all users, ensuring you promote a positive image of both the centre and Councils.

To be knowledgeable, and informative in response to customers enquiries and queries, and to keep up to date with sites policy and procedures.

Main duties and responsibilities:

- Act as first point of contact for all membership and usage enquiries, direct customers to solutions and resolve any conflicts in the most appropriate manner.
- Receive and process transactional payments.
- Follow up on general enquiries and undertake tasks to retain membership levels.
- Assist with the delivery of events and hospitality across the centre.
- Carry out tasks in relation to your specific area of responsibility such as stock checks, health and safety checks, ladder checks etc.
- Follow operational and health and safety procedures and training as directed, to maintain a high standard for both staff and the general public, including emergency evacuation procedures.
- Provide operational support as and when needed to facilitate the smooth running of the center for staff and those using the facilities. These duties could include cleaning, setting up for activity bookings, center tours and reception duties.
- Over 86% of the roles time will be spent on external communication.

Role specific qualifications, experience, skills and abilities

Criteria	Essential or Desirable	
Education and Qualifications		
Level 2 NVQ in customer service (or equivalent experience in a customer facing role).	E	
Experience and Knowledge		
Good Communication, using tact in communication.	E	
Good Team work skills and experience being a part of Team.	E	
Awareness of safeguarding requirements.		D
An awareness and interest in the leisure industry, and the ability to inspire, motivate, and encourage people through fitness.		D
Skills, Abilities and Competencies		
Proficient IT skills, with experience of working with IT systems and Microsoft Office.	E	
Undertake a range of administrative work, sometimes complex and non-routine.		D
Taking responsibility for own work and working both with direction and independently and self-motivated.		D
Capability to multitask, work under pressure to meet deadlines whist maintaining accuracy and attention to detail.	E	
Administrator duties, ability to problem solve, find solutions, and resolve queries and issues raised, using discretion.	E	
Ability to work a combination of early, day and late shifts over a 7-day period to accommodate the centre's opening hours on a rota basis.	E	
One Team Values and Behaviours		
Passionate and flexible	E	
Trustworthy and respectful	E	
Customer focused	E	
Collaborative	E	
Big and bold thinker	E	
Entrepreneurial and commercial	E	

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