Ipswich Borough Council
Job Description Number: N16

Job Title: Sport and Leisure Customer Services Advisor

Main Purpose Of Job

To provide a first class customer service for the Council either face to face or by phone or email in the Sports Centre and Swimming Pools.

Main Duties

1. Provide customers with prompt, effective and courteous front line services, which meets or exceeds the customer care and service quality standard agreed for the service, paying particular attention to the needs of minority or special needs groups.

2. To be responsible for the taking of monies and issuing tickets, safeguarding of monies and maintaining records of income and tickets, collating all cash taken at the end of the shift.

3. Be competent in using the XN Leisure system, internet, intranet and other computer systems to access information in order to respond accurately to simple and complex customer enquiries.

4. Ensure that the customer is provided with information about any further follow up action that will be taken and case contact details. Advise customers of appropriate supplementary and/or additional services or information as relevant.

5. Contribute to the development of Sport and Leisure services through identification of service improvements, participation in team meetings, PDRs, ongoing training and personal development.

6. To assist and promote channel migration, use of internet, email and other automated service delivery to our customers.

7. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

PERSON SPECIFICATION

Job title: Sport and Leisure Customer Services Advisor

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Knowledge/ Qualifications	5 GCSE's including Maths and English or NVQ Level 3 or 3 years qualitative experience in a relevant field Knowledge of MS Outlook, the internet or similar software		Application/Interview Application/Interview
Work related experience, skills and competencies	Experience of working in a customer facing environment Able to demonstrate good computer/keyboard skills with the ability to find, research and extract information Proven experience in research and problem solving	Knowledge of provision of Local Government Services Experience of using XN Leisure or other sports specific computer booking software	Application/Interview Application/Interview/Test Application/Interview/Test Application/Interview/Test
Personal skills	Good level of communication skills both written and verbal Confident approachable manner with the ability to communicate with a range of people Able to deal effectively with difficult/emotional customers in potentially stressful situations and with sensitive and confidential information		Application/Interview Application/Interview Application/Interview

Special Working Conditions	Required to wear uniform provided. A flexible approach working with a rota system to cover the services' operational hours		Application/Interview