

**Job Title:** Customer Advisor

**Organisation:** Gwella Wales

**Reporting to:** Duty Supervisor

### **MAIN PURPOSE/REASON FOR THE JOB**

The post holder will work as part of the Leisure Services' Customer Services Team, which operates seven-days-a-week (including daytimes, evenings and weekends), delivering a first class, professional service using a range of communication methods to ensure that, where possible, customer enquiries, requests for service, payments and complaints are resolved or actioned promptly at the first point of contact.

The post holder will meet, greet, advise and serve customers visiting the leisure centres and is required to ensure consistency when inputting data into the Leisure Management System and when providing verbal/written information to customers.

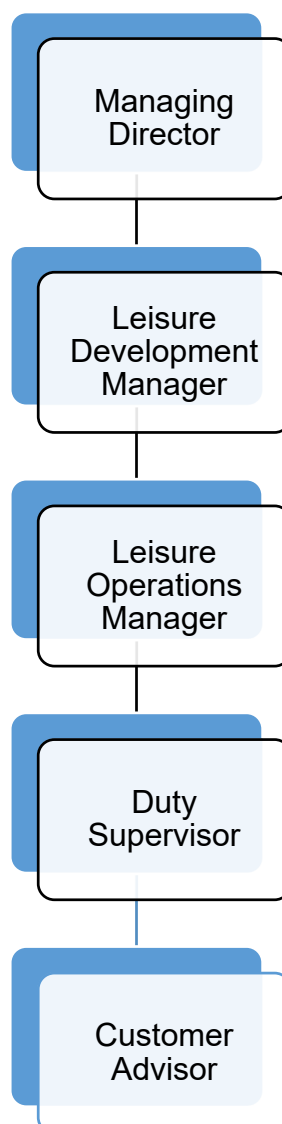
The post holder is required to greet customers in a pleasant and friendly manner and to provide an efficient and knowledgeable service to centre users.

### **MAIN DUTIES & RESPONSIBILITIES**

1. To receive, assess and resolve or action enquiries/requests from customers, schools & sports clubs for service either face-to-face or via telephone to ensure Leisure Services meets corporate service standards.
2. To provide a comprehensive Leisure information service advising customers on the price and availability of facilities, the most appropriate membership options, current policies and procedures, and raising public awareness of 'what's on offer' through the pro-active cross-selling of service-wide activities and events.
3. To input data into the Leisure Management System (LMS) relating to leisure centre booking sheets, the hire and sale of equipment, member accounts and payment details.
4. To process customer payments, either face-to-face or via the telephone, using the LMS cash register and merchant card processing terminals.
5. To reconcile cash register monies, cheques, card payments and vending machine income in order to complete the leisure centre's daily income reconciliation sheet.
6. To make public and staff announcements via the leisure centre's public address system (e.g. fire alarm testing) and to inform customers of any emergency information (e.g. required evacuation of the building).

7. To communicate information to customers and to maintain excellent public relations regarding queuing control, the non-blocking of fire exits and general good housekeeping measures.
8. To communicate information to operational centre staff regarding changes in customer activity requirements (e.g. more tables and chairs needed), problems with vending/change machines and lockers, and first aid assistance. This information may be communicated either face-to-face or via two-way radio.

## ORGANISATIONAL STRUCTURE



## KNOWLEDGE AND SKILLS

Area	Essential / Desirable	Method of Assessment
<u>Qualification</u> - NVQ Level 2 or equivalent in Customer Service, ICT, Sport and Recreation or Administration, with a commitment to working towards NVQ Level 3.	D	Application
<u>Knowledge</u> - Good working knowledge of an integrated telephony system to ensure customer enquiries received via this method are dealt with promptly by the post holder or efficiently transferred to the appropriate officer.  - Good awareness of the leisure industry and the services provided in a social business context.  - Good working knowledge of financial procedures and the process of reconciling daily income.  - Good working knowledge of word processing, spreadsheets and email.  - Good working knowledge of an electronic leisure management system (including an on-line booking facility) to ensure customer bookings, payments and personal details are processed accurately.	E  E  E  E  D	Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview
<u>Skills</u> - Excellent customer care skills.  - Excellent inter-personal skills: tact and diplomacy are a pre-requisite for the role.	E  E	Application / Interview  Application / Interview

<ul style="list-style-type: none"> <li>- The ability to handle telephone calls to debtors effectively and professionally.</li> <li>- Excellent verbal and written communication skills.</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">Application / Interview</p> <p style="text-align: center;">Application / Interview</p>
<p><u>Other</u></p> <ul style="list-style-type: none"> <li>- Knowledge of, and empathy with, the Welsh Language and culture.</li> </ul>	<p style="text-align: center;">E</p>	<p style="text-align: center;">Application / Interview</p>