

**Job Description**

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| **Job Title:** | Customer Service Advisor |
| **Grade:** | **SCL Grade 2: £ £18,065 - 19,312 pro rata) +** SCL Employee Benefits \* |
| **Responsible to:** | Centre Manager |
| **Hours of Duty:** | Monday – Friday 09:30 – 16:00 30 hours |
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| **Purpose and Objectives of Post:** |
| The role will include providing a Reception service at the Watersports Centre, in particular take bookings, receive cash and deal with enquiries in an efficient manner, selling retail and refreshment products and to assist with daily administration of the centre.  |

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| **Duties and Responsibilities:** |
| The duties listed below together with such other duties falling within the purview of the post as may be required. |
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| 2 | Receives cash for admission to the centre, sale of equipment and confectionery, the hire of the facilities, and issues booking forms and receipts as necessary. |
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| 3 | Takes responsibility for the reconciliation and safe keeping of SCL’s monies. Prepare monies for collection by SCL authorised cash collection company and complete associated paperwork. To ensure the submission of appropriate financial returns. |
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| 4 | Open and close Centre’s Reception |
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| 5 | Maintain the register of lost and found property. |
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| 6 | To prepare daily booking sheets, club & school booking programs & registers as & when required. |
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| 7 | To co-ordinate bookings and all relevant administration as and when required. |
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| 8 To build on process already in place, and help implement more effective ways of working. |
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| 9 | To play a key role in developing and maintaining high standards of customer service |
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| 10 | To answer routine enquiries from members of the public both verbally and in writing and communicate effectively via email. |
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| 11 | To provide quality customer service and take an active role in selling the centres retail and refreshment products.  |
| 12 | To comply with SCL’s policies and procedures on Health and Safety. |
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| 13 | To attain the required standard of personal appearance and to wear the uniform provided whilst on duty. |
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| 14 | To maintain and foster good working relationships within SCL and project a positive and professional image of the organisation at all times. |
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| **Corporate Responsibilities:** |
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| 1 | To ensure the service is promoted efficiently, effectively and in keeping with the Corporate image. |
| 2 | Ensure customer care is the major priority for service provision. |
| 3 | To ensure high levels of professional conduct at all times with particular reference to punctuality, dress, presentation and administration. |
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| 4 | Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of the SCL as being keen to assist wherever possible and positively promote the work the SCL does across its various services. |
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| 5 | SCL expects all its employees to have a full commitment to the SCL`s Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL. |
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| 6 | The post holder must carry out their duties with full regard to the SCL’s Equal Opportunities and Health and Safety Policies. |

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| **Review Arrangements** |
| The details contained in this job description, particularly the principal responsibilities, reflect the job content at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individuals’ jobs will change; existing duties may be lost and other duties gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this job description from time to time and will consult regarding such revisions with the post holder at the appropriate time. |

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| Date, Job, & Description Prepared/Revised: |  **April 2021** |
| Prepared by:  | **Hollie Tatlock** |
| Agreed by post holder (print name) |  |
| Post holder signature: |  |