

Post Title: Customer Service Team Representative

Purpose of Post:

To deliver excellent customer service and promote our products and services. An emphasis is also placed on paperwork and accurate records.

The post-holder will play a key role in realising the strategic vision of the company in the following areas:

- Improve Our Systems
- Care For Our Customers
- Meet Our Stakeholder Aspirations
- Develop Our Staff And Culture
- Improve Our Business Results

1. Improve Our Systems

- 1.1 Customer relationship management and the use of IT and multi-level retailing is a rapidly advancing field and OCL is committed to being the best in sector in this area, and so the postholder will play a key role in continually improving our systems to keep abreast of new developments.
- 1.2 Be responsible for adapting existing and adopting new systems and procedures with support from the Team Leader and Customer Relationship Manager to ensure seamless and excellent levels of customer service.
- 1.3 Ensure that all paperwork is completed and inputted onto the system within set deadlines and in line with procedures.
- 1.4 Ensure that enquiries are logged and followed up where required.
- 1.5 Act as a point of contact for all enquiries either by telephone, email, social media or face to face and contribute to the smooth running of the Customer Service Team.

2. Care for Our Customers

- 2.1 To ensure all enquiries are dealt with seamlessly from the customer's perspective, liaising effectively with other colleagues across OCL.
- 2.2 To continually develop a high level of product knowledge on all aspects of the sites timetable, facilities, prices, membership options, sales techniques and social media.
- 2.3 Ensure that high levels of customer service are adopted at all times.

2.4 Deal with enquiries and respond within given timescales.

3. Meet Our Stakeholder Aspirations

3.1 Liaise and work with user groups, stakeholders and partners to ensure outputs of Strategic Performance Plan are achieved.

3.2 Actively target external stakeholders within the community including companies and community groups.

3.3 Take part in outreach work as and when required.

4. Develop Our Staff and Culture

4.1 Ensure attendance of weekly / monthly meetings and training as and when required.

4.2 Continue to develop an excellent level of product knowledge on all aspects of the sites timetables, facilities, prices, membership options and sales techniques.

4.3 Ensure attendance of team meetings for feedback, direction and training.

4.4 The postholder's duties must be carried out in compliance with the company's Equal Opportunities Policy.

4.5 Ensure the health and safety of all staff and resources within the postholder's responsibility in relation to the nature of the postholders duties and responsibilities as per section 7 and 8 of the Health and Safety at Work Act 1974.

5. Improve Our Business Results

5.1 Work towards and achieve monthly targets.

5.2 Advise on products and services as requested from the wider remit of OCL, e.g. swim lessons, pitch space, resaleables, etc.

5.3 Proactively drive up utilization and income levels through up-selling and cross-selling across the company as a whole.

5.4 Undertake such other duties and responsibilities of an equivalent nature as may be determined by the postholder's supervisor / manager when required.

Responsible to: Customer Service Team Leader

Responsible for: Volunteers / Work Experience

Person Specification: Customer Service Team Leader

Ranking: **A = Essential at outset**
 B = Essential but support can be given to achieve
 C = Desirable

Area	Requirement	Method of Assessment	Rank
Education and Qualification	NVQ Level 2 or equivalent	Application form / Qualifications brought to the interview	C
	Awareness of Health and Safety Regulations	Application form / Interview	A
	An awareness of Equal Opportunities	Application form / Interview	A
Work Experience	A minimum of one years experience working within leisure industry or sales	Application form / Interview	A
	Awareness of facilities / services within OCLL	Application form / Interview	A
	Understanding of the principles of social media, preferably within the leisure industry	Application form / Interview	C
Skills and Abilities	Excellent communication skills with people at all levels	Interview	A
	Self motivated	Application Form / Interview	A
	Administration and I.T skills	Application Form / Interview	A
	Friendly and outgoing personality	Interview	A
	Must have the ability to work effectively in partnership with the staff team and other colleagues across sectors.	Application Form / Interview	A

Personal Qualities and Attributes	Able to work with little or no supervision	Application form / Interview	A
	Willingness to work unsociable hours including regular evenings/weekends	Application form / Interview	A