

JOB DESCRIPTION

Job Title:	Customer Services Advisor
Grade:	4
Location of Work:	LiveWire Hubs and Leisure sites
Directly Responsible To:	Duty Manager
Directly Responsible For:	N/A
Hours of Duty:	Various

WORKING RELATIONSHIPS:

The customer servicing staff at LiveWire's facilities will be for many customers their first contact with the organisation be it in person or by telephone.

Customer Service Advisors provide a service that will ultimately reflect on the credibility and professionalism of the organisation as a whole.

Relationships with both internal and external customers are, therefore, crucial to ensure the delivery of a quality service and to enhance the Company's reputation as a provider of Leisure, Libraries and Lifestyle services.

PURPOSE AND SCOPE OF JOB:

To assist in the achievement of excellent levels of customer service throughout the organisation, the role of Customer Service Advisor is key in providing a high quality and fully integrated customer service which is regarded as professional, courteous, well informed and which contributes to a proactive retention policy. In addition, the job holder advises customers on the LiveWire offer and helps to sell membership packages.

KEY TASKS AND RESPONSIBILITIES

- 1) Respond to enquiries received in person, by telephone or email from customers in a courteous, professional, friendly and efficient manner at all times
- 2) Provide information to customers on the diverse range of services offered by LiveWire and how to access them
- 3) Induct new customers as appropriate including tour of the facilities
- 4) Sell membership packages to customers through a professional, knowledgeable and personalised approach

- 5) Sell resalable items, undertake stock rotation, stock taking and cash handling duties
- 6) Operate the XN Till system to book classes and other activities for customers and handle cash as required as part of the process
- 7) Undertake specific areas of responsibility of customer service at a designated site including booking of rooms and events
- 8) Undertake administrative duties as and when directed by Lead LiveWire Advisors at site
- 9) Ensure a high standard of housekeeping is maintained at all times within the reception area
- 10) Help out in the Contact Centre as required to provide customer information and bookings via this facility
- 11) Carry out all duties with due regard to confidentiality and General Data Protection Regulations

Date: 17th June 2021

Prepared/revised by: Sharon Sinnott

In conjunction with:

PERSON SPECIFICATION

NOTE TO APPLICANTS:

Whilst all points on the specification are important, those marked 'E' (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. In addition to interviews a variety of other selection methods may be used such as tests or exercises dependant on the role applied for. You will be advised of any alternative selection methods in the letter inviting you for interview.

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GRADE: 4

Experience

- Previous experience of working in a sales environment (D), A, I
- Experience of working in a customer servicing role (E) A, I

Skills and Abilities

- Sales ability together with a commitment to deliver a market leading customer service (E), I
- Evidence of ability to rapidly build a knowledge base on a wide range of issues and services (E), A, I
- Excellent interpersonal and communication skills (E) A, I
- Ability of work as part of a team (E) A, I
- Ability to lift and move equipment (E) A, I

Education/Qualifications/Knowledge

- NVQ Level 2 in Customer Services or willing to gain the qualification (D), A
- Knowledge or willingness to gain knowledge of the LiveWire offer (E) A, I
- Manual Handling or willingness to attend a course (E) A, I

Other Requirements

- Able to work independently and across teams (E) A, I
- Ability to understand and demonstrate commitment to equality and diversity (E) A, I
- A commitment to delivering excellent customer service (E) A, I

METHOD OF ASSESSMENT (M.O.A.)

A = APPLICATION FORM, C = CERTIFICATE, E = EXERCISE, I = INTERVIEW, P = PRESENTATION, T = TEST, AC = ASSESSMENT CENTRE