



## Temporary Customer Support Advisor

<b>Role:</b>	Customer Support Advisor (Temporary)
<b>Basis:</b>	Temporary Full-Time and Part-Time Positions
	<b>Easter:</b> approx. start date 18 <sup>th</sup> March, end date 18 <sup>th</sup> April
	<b>Summer:</b> approx. 24 <sup>th</sup> June, end date 23 <sup>rd</sup> August (flexibility on dates)
<b>Hours:</b>	8am – 6pm during camp time
<b>Location:</b>	Farmoor, Oxfordshire (OX2 9LU)
<b>Pay:</b>	£7.85 - £9.00 per hour depending on age and experience.

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### Summary of Position:

Based at our Head Office in Farmoor (Oxford) this is a great opportunity to be part of an exciting and fun business which provides activity-based day camps for children aged 4 to 14 years at nearly 40 outstanding schools during the school holidays. This role is at the start and heart of the parents' experience, and as such we're looking for temporary staff who will make a great first impression whether on the phone or via email. You'll need to have positive attitude, be a great team player, have excellent communication skills and be adaptable!

### Duties and Responsibilities:

- Respond to customer enquiries via telephone and email in a professional, friendly and timely manner
- Provide a high standard and level of customer service and product knowledge
- To assist customers in placing their bookings
- Report any customer issues to the customer services manager
- Keep meticulous records of customer communications and conversations

### Requirements:

- Ability to grasp product knowledge and portray this confidently to customers
- Experience of working within customer services ideally within the leisure or educational industry
- Outstanding customer service skills and focus on resolving customer queries in a professional and polite manner, whilst remaining calm when dealing with customers
- Computer proficiency with Microsoft applications
- Flexibility with working hours is essential

To apply for this position please email your CV and a cover letter to Debra Juler at [debra@ultimateactivity.co.uk](mailto:debra@ultimateactivity.co.uk)

For more information about the company please visit our website: [www.ultimateactivity.co.uk](http://www.ultimateactivity.co.uk)