

JOB DESCRIPTION



Title:	Customer Support Manager
Location:	Farmoor (2 miles from Oxford)
Basis:	Temporary - Maternity Cover
Start Date:	March 2020
Hours:	Monday to Friday 9am-5pm, except during Easter, Summer and October school holidays when hours will be 8am – 6pm
Reporting to:	Managing Director
Salary:	£24-28,000 depending on experience with 35 days paid holiday (pro rata)

Summary of Position:

The Ultimate Activity Company is offering an exciting opportunity to be part of a successful and growing business in Oxfordshire. We provide outstanding activity programmes for children at over 40 first-class schools during the school holidays.

The Customer Support Manager is at the start and heart of the parents' experience, leading a team of up to 12 Customer Support Advisors, and handling customer bookings, queries, and feedback. As such, you will need to make a great first impression whether on the phone or via email, and at all times demonstrate the positive energy, enthusiasm and quality synonymous with Ultimate Activity Camps.

So, if you are a positive, proactive, and adaptable Customer Support professional, with the enthusiasm and experience to inspire a team, then apply to join us today.

Responsibilities:

- **Outstanding customer service**
 - Maintain high standards of customer service
 - Ensure outstanding product knowledge across the customer support team
 - Ensure all email, telephone and other enquiries are responded to in a professional, friendly and timely manner
 - Ensure customer issues are resolved appropriately and quickly, involving and informing the management team as required
- **Systems and training**
 - Ensure booking system, Freshdesk (our CRM system), and phone systems are used correctly by the team, reporting any problems to management or service providers
 - Update customer support product training materials as required
- **Team Leader**
 - Mentor and lead a team of Customer Support Advisors (up to 12 individuals during peak seasons), allocating workloads and offering support as required
 - Ensure your team are maintaining high standards of customer support, dealing with any escalated issues
 - Support your team with product and system training, and positive mentoring for staff as required to develop their skills and knowledge
 - Selection, recruitment and training of new Customer Support Advisors, ensuring the best possible team is available for our busy holiday seasons
- **General Support**
 - Support with operational, product, or marketing activities and projects as required

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Inspiring children every day!

Requirements:

- At least 3 years' customer support experience
- Experience of managing/leading in a customer support role
- Professional, proactive and positive manner
- Ability to remain calm under pressure when dealing with issues
- Excellent communication skills, both on the phone, in person, and in writing
- Ideally educated to minimum degree level
- Ability to co-operate effectively with company colleagues at all levels
- Share our company values to inspire children and be positive role models to children
- Excellent attention to detail
- Proficient in IT systems and data management
- Available to work throughout the Easter and summer school holidays from 8-6pm and commute daily to our Head Office in Farmoor, near Oxford
- Occasional paid weekend work

Please apply in writing with covering letter to debra@ultimateactivity.co.uk by 5th February 2020