

# ULTIMATE ACTIVITY CAMPS

Inspiring children every day!

**Title:** Customer Support Advisor (inbound call centre)

**Reporting to:** Customer Services Manager

**Location:** Farmoor, Oxfordshire (OX2 9LU)

**Salary:** £353.25 - £450.90 per week (based on 45 hours per week, pay dependent on age and experience)

**Contract:** Temporary (Fixed Term Contract, approx. 8 weeks of work)

**Dates:** Work available from 28th June to 27th August 2021, with potential for future work

**Hours:** 9am – 5pm until 9th July, then 8am – 6pm until 27th August 2021

## About Us

Ultimate Activity Camps provides exciting holiday activity camps for children across the UK during the school holidays. From elite sports coaching and language schools, to bush craft courses and multi-activity day camps, our brands are high quality and engaging.

## Summary of Position:

As part of our Customer Support team, this role is at the start and heart of the parents' experience. We are looking for temporary Customer Support Advisors who will make a great first impression, whether on the phone or via email. You'll need to have positive and energetic attitude and approach to work, be a great team player, have excellent communication skills and be adaptable to change in speed of work.

## 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 Support Supervisor/Manager
- Keep meticulous records of customer communications and conversations
- Ability to work in a way that promotes the safety of children and young people

### Essential 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
- Flexibility with working hours

### The Benefits:

- **Training:** Training provided in full
- **DBS:** Free Enhanced DBS check
- **Transport:** Free parking on site. Bus routes from Oxford Train Station.
- **The Team:** Work as part of a supportive, fun and vibrant team
- **Job Types:** Full-time, Temporary, Contract
- **Salary:** £353.25 - £450.90 per week (based on 45 hours per week, pay dependent on age and experience)

### To Apply:

Send your CV and Cover Letter to Debra Juler at [debra@ultimateactivity.co.uk](mailto:debra@ultimateactivity.co.uk)

