

ULTIMATE ACTIVITY CAMPS

Inspiring children every day!

Title: Customer Support Advisor (Inbound)

Reporting to: Customer Support Manager

Basis: Full Time, permanent

Hours: Monday to Friday 9am-5pm, except during camp operating weeks when longer hours (8am – 6pm) will be expected.

Location: Farmoor, Oxfordshire

Salary: £20 - £23k per annum (pro rata) plus up to £1500 loyalty bonus annually (pro rata)

Start Date: November 2021

Closing date for applications: 16th October 2021

Summary of Position:

Ultimate Activity Company Ltd is a leading provider of holiday childcare in the UK. Our trusted holiday camps operate at venues across the country offering outstanding childcare & activity provision to children whilst providing peace of mind to parents.

As part of our fun and friendly Customer Support team, this office-based role is at the start and heart of the parents' experience. We are looking for a motivated and inspiring Customer Support Advisor who is looking to move to the next level and wants to develop their skills. Making a great first impression, whether on the phone or via email, you'll have a positive and enthusiastic 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 Support Manager or Supervisor
- Keep meticulous records of customer communications and conversations
- Admin tasks related to customer support and bookings

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

The Ultimate Activity Company is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. All appointments are subject relevant check in line with Safer Recruitment guidelines, including, but not limited to, DBS Disclosure checks, identity checks, employment history and reference checks, and international criminal record checks where required.

- Outstanding customer service skills and focus on resolving customer queries in a professional and polite manner
- Computer proficiency with Microsoft applications
- Flexibility with working hours is essential

Benefits

- **Generous Holiday Allowance:** Up to 35 days plus bank holidays annually, plus time in lieu for weekend work
- **Free onsite parking**
- **Regular Company Socials**
- **Company Pension Scheme**
- **Part of a Highly Respected Organisation:** As part of Dukes Education Ltd, Ultimate Activity Company Ltd staff reap the benefits of being part of a highly successful and respected educational group.

Apply with your CV and Cover Letter via our [Careers Page](#) by 1st December 2021.

Visit www.ultimatejob.ultimateactivity.co.uk for more information