



Customer Support Advisor – inbound call centre

Role: Customer Support Advisor

Basis: Full & Part Time Temporary Fixed Term Contract, starting 29th June 2022, ending 19th August 2022

Hours: 9am – 5pm until 11th July, then 8am – 6pm until end of contract

Salary: £64.26 to £82.62 per day (plus 12.07% holiday pay)

Reporting to: Customer Support Manager

About Us

The Ultimate Activity Company provides exciting holiday activity camps for children across the UK during the school holidays. From elite sports coaching and coding courses, to bushcraft 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

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



- 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 safe recruitment guidelines, including, but not limited to, DBS Disclosure checks, identity checks, employment history and reference checks, and international criminal record checks where required.

The Benefits:

- Work as part of a supportive, fun and vibrant team
- Full training provided
- Free Enhanced DBS check
- Parking on site

For more information about the company please visit our website:

www.ultimateactivity.co.uk