



## **Customer Support Advisor - Inbound**

### **(Temporary Full-Time)**

**Role:** Customer Support Advisor - Inbound (Temporary)

**Basis:** Temporary Fixed Term Contract,

**Dates:** Flexible options in the summer holidays between from 2<sup>nd</sup> July – 24<sup>th</sup> August 2018

**Hours:** 9am – 5pm outside of camp season. 8am – 6pm during camp season

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

**Salary:** £7 - £9 per hour (plus holiday pay)

### **Summary of Position:**

The Ultimate Activity Company provides exciting holiday activity programmes for children nationwide. From elite sports coaching and language schools, to bushcraft courses and multi-activity day camps, our brands are high quality and engaging.

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 (Inbound) 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 Vicki at

[vicki@ultimateactivity.co.uk](mailto:vicki@ultimateactivity.co.uk)