



Title:	Senior Customer Support Advisor
Basis:	Full Time Permanent starting Nov/Dec
Location:	Farmoor - 2 miles from Oxford
Hours:	Monday to Friday 9am-5pm, except during Easter, Summer and October school holidays when hours will be 8am – 6pm
Reporting to:	Customer Support Manager
Salary:	£20-22,000 plus £1,500 bonus paid in September. 35 days paid holiday (includes allowance for longer hours during school holidays)

Summary of Position:

The Ultimate Activity Company is offering an exciting opportunity to be part of a successful and growing business just outside Oxford which provides outstanding activity programmes for children from over 30 locations nationwide during the school holidays.

Working closely with the Customer Support Manager, this role is at the start and heart of the parents' experience, and as such we're looking for someone who will make a great first impression whether on the phone or via email. You'll need to be positive, a great communicator and adaptable! As such, you will need to make a great first impression whether on the phone or via email, and at all times demonstrate the required energy, enthusiasm and quality synonymous with the Ultimate Activity Company.

Duties and Responsibilities:

- **Respond to customer enquiries**
 - Respond to telephone, email and live chat enquiries in a professional, friendly and timely manner
 - Provide a high standard of customer service and product knowledge
 - Assist customers in making and editing their bookings
 - Respond to customer issues and support Customer Support Manager to resolve customer enquiries, complaints or requests as appropriate.
 - Support Customer Support Manager to train and monitor a team of up to 10 temporary summer staff
 - Keep accurate and up to date customer information
- **Additional Support**
 - Where requested, support with other business activities and projects

Requirements:

- Experience of working in a customer support call centre role
- Professional, proactive and positive manner
- Excellent communication skills, both on the phone, in person, and in writing
- Share our company values to inspire children and be a positive role models to children
- Ability to remain calm under pressure when dealing with issues
- Excellent attention to detail
- Proficient in IT systems and data management
- Available to work during school holidays and commute daily to our head office in Farmoor, near Oxford

To apply for this position please email your CV and a cover letter to Debra Juler at debra@ultimateactivity.co.uk. For more information visit www.ultimateactivity.co.uk