

JOB DESCRIPTION



Title:	Customer Support Supervisor
Location:	Farmoor - 2 miles from Oxford
Basis:	Full Time Permanent Contract
Start Date:	January/February 2019
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:	£20-23,000 plus guaranteed £1,500 bonus paid in September.
Holiday Allowance:	35 days (plus bank holidays)

Summary of Position:

Ultimate Activity Camps are offering an exciting opportunity to be part of a successful and growing business in Oxfordshire. We provide outstanding activity programmes for children from nearly 40 locations nationwide during the school holidays.

The Customer Support Supervisor is a vital part of the parents' experience, handling customer bookings, queries, feedback and during peak times supporting a small team of Customer Support Advisors. As such, you will need to lead by example and always put the customer first, 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 Ultimate Activity Camps.

So, if you are confident, have a positive and proactive attitude with the ability to be adaptable in a sometimes fast paced customer focused environment, then apply to join us today!

Responsibilities:

- Respond to customers via telephone, email and live chat in a professional, friendly and timely manner
- Provide a high standard of customer support 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
- Liaising with other team members across the company departments to resolve customer issues and questions
- Support the Manager to ensure temporary staff are keeping accurate and up to date customer information and records
- Support the Manager to train temporary staff to a high standard
- Use your product knowledge and customer service skills to support and quality control a small team of temporary staff
- Use your initiative to suggest ways to improve any aspects of the customer support process
- Support with operational, product, or marketing activities and projects as required

Requirements:

- Experience of working in an inbound customer support environment
- Professional, proactive and can-do positive team attitude
- Excellent communication skills, both on the phone, in person, and in writing

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- Share our company values to inspire children and be a positive role models to children
- Ability to remain calm under pressure when dealing with customer issues
- Excellent attention to detail
- Proficient in IT systems and data management
- Ideally educated to degree level
- Available to work during all school holidays and commute daily to our head office in Farmoor, near Oxford

Please apply in writing with covering letter to debra@ultimateactivity.co.uk by 26th November 2018