

## JOB DESCRIPTION

Commercial Leisure		
<b>POST:</b> Commercial Leisure Relations Officer		<b>POST NO:</b> MUL044 <b>SCALE:</b> SCP 3-4
<b>RESPONSIBLE TO:</b> Senior Duty Officer – Customer Services	<b>RESPONSIBLE FOR:</b> None	

This job description is intended as a working document only, giving a guideline to the major tasks to be performed. It is anticipated that the post will develop and working practices change in order to meet the demands of the service, new legislation or policies of the Council. It is expected that the post holder will contribute to and assist in the development of such changes.

### **JOB PURPOSE**

The role of the Commercial Leisure Relations Officer is to provide friendly and high quality frontline customer services via the appropriate customer access channels. To carry out day to day administration duties to ensure the customer service function is run as efficiently as possible. The role aims to enhance the customers experience through listening to feedback and recommending improvements to the customer service function.

### **KEY ROLES AND RESPONSIBILITIES**

1. Provide a welcoming environment for all customers ensuring a professional frontline service is delivered at all times
2. Process customer payments accurately using ICT applications such as Gladstone.
3. Ensure accurate administration of customer records and bookings to enable valuable data to be collated and analysed
4. Maintain a clean and tidy customer service area
5. Work alongside a team of Commercial Leisure Relations Officer to contribute towards the effective running of the customer service function
6. Other

### **KEY TASKS**

1. **Provide a welcoming environment for all customers ensuring a professional frontline service is delivered at all times**
  - a) Promote a welcoming environment for customers wishing to access the leisure facilities
  - b) Ensure accuracy and consistency when providing information to customers
  - c) Have a comprehensive knowledge of all courses, classes and facilities on offer, including any restrictions that customers may need to be informed of

- d) Engage with customers ensuring advice and guidance provided is relevant and most suited to their needs.
- e) Actively increase knowledge base when new products or offers become available

**2. Process customer payments accurately using ICT applications such as Gladstone, Teams or SharePoint**

- a) To engage with customers when receiving and processing payments, ensuring that all transactions are handled in accordance with council policy and accurate records are maintained
- b) To process payments taken via the telephone in a positive manner ensuring customer details are handled safely and securely
- c) Be accountable for all income received and complete cash ups with the assistance of a Duty Officer
- d) Report refunds to the on-shift Duty Officer

**3. Ensure accurate administration of customer records and bookings to enable valuable data to be collated and analysed**

- a) Utilise ICT applications to ensure accurate input of customer details and ensure records are updated to enable accurate reporting and target marketing
- b) Maintain the bookings database and communicate with the Duty Officer any amendments that may require action
- c) Responsibility for scanning and filing customer membership forms to ensure records can be accessed promptly if necessary
- d) Ensure customers membership forms and Direct Debit Mandates are processed in a timely manner

**4. Proactively maintain a clean and tidy customer service area**

- a) Maintain a high level of cleanliness around the customer service area, ensuring leaflets and brochures are replenished when stock is running low
- b) Communicate with the relevant Senior Duty Officer about any literature that is soon to expire and contribute ideas towards future programmes
- c) Ensure shop stock display is presentable and feedback suggestions regarding future procurement
- d) Ensure the customer area is free from any potential health and safety hazards, communicate with the Duty Officer of any areas of concern

**5. Work alongside a team of Commercial Leisure Relations Officers to contribute towards the effective running of the customer service function**

- a) Work positively as a team with all Commercial Leisure Relations Officers to ensure the highest level of customer satisfaction
- b) Communicate with colleagues regarding any unscheduled changes to the timetable to ensure customers are informed at the earliest opportunity

- c) Participate in regular monthly meetings, contributing to the development of the council leisure facilities
- d) Contact customers on behalf of Senior Duty Officers when requested.
- e) Manage promotional material where appropriate and signpost potential customers towards offers applicable to their requirements
- f) During quieter periods, use initiative to improve the customer service function and provide assistance to the Administration Assistants

## **6. Other**

- a. Provide administration support to Senior Duty Officers when required
- b. Cross-site working where applicable, to ensure the overall effective and efficient delivery of all leisure front of house facilities.

Signed:\_\_\_\_\_

Date:\_\_\_\_\_