Resort Information Assistant Role Profile- Customer Service

**Knowledge and Skills**

GCSE English and Maths, grade A-C and/or equivalent education relevant to the role.

Operational experience of equipment (VHF radios, till systems) and the safe application of procedures and techniques relevant to the role.

Good knowledge of ICT including Excel, Word, Outlook, Teams and booking systems relevant to the role.

Good knowledge of the work practices, processes, and procedures relevant to own area of work, including broader commercial awareness.

Ability to respond to a range of issues within set operational guidelines.

**Creativity and Innovation**

Use curiosity about the way things executed to recommend, create and implement more effective ways of working that will enhance the customer experience and maximise income.

Recognise and understand the impact of incidents arising and develop solutions to a range of practical problems.

**Relationships**

Proactively approach interactions with customers, using diplomacy and tact where issues could become contentious. Build supportive and positive relationships with stakeholders, partners, service providers and customers, ensuring high levels of satisfaction and customer care. Following up and developing sales leads and responding swiftly to customer enquiries and complaints.

Seek to resolve any barriers to collaborating with others by communicating openly and challenging unhelpful behaviour.

Appreciate diversity in both customers and colleagues and consider their specific needs.

**Decision making**

Make evidence based and outcome focused decisions using initiative-taking risk management and within set procedures, referring complex decisions to a manager.

Within guidelines, deploy resources when necessary to respond problems or emergency situations.

**Managing, Leading and Developing others**

Contribute to and celebrate the success of the whole team.

Encourage and listen to innovative ideas from everyone and be positive about change.

Share open and honest feedback in a constructive manner.

May act as a lead, allocating work and coaching others.

**Work**

Plan and organise own workload, including prioritisation of non-standard work.

Gain experience and knowledge by learning on the job, while gaining formal training or a professional qualification.

Work requires physical effort as it involves manual handling and standing up for lengthy periods of time.

Elements of work are sometimes performed in challenging environmental conditions.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.