



Role Profile

Post Title:	Customer Service Assistant
Rate of Pay:	GS3
Responsible to:	Assistant Head of Operations and Customer Service
Hours:	15hrs – evenings and weekends
Location:	Quarry Road, Irvine

Role Summary:

KA Leisure is a vibrant, energetic organisation with every single person we employ integral to our ambition which means any one of us can influence change, grow in their role, and build new skills.

In the coming months our focus will be on growing our organisation and continuing to increase our membership after the pandemic restrictions. And we're going to focus on community wellbeing, because we believe there is both demand and opportunity to help more people in North Ayrshire become more active, more often.

The successful Customer Service Assistant will be confident, considered and engaging, and will have a real enthusiasm and passion for delivering excellent service and products to our customers.

Job Purpose:

Working with a diverse and dynamic team within a fast-paced environment providing excellent customer service by managing and interacting with customers, supplying information in response to enquiries, concerns and requests about the Company's activities and services.

Further duties involve providing administration support to the operations team, processing bookings and maintaining records, invoicing and processing of orders.

Role Specific Tasks & Responsibilities:

- Handling all incoming customer queries and questions promptly, efficiently, and courteously, ensuring appropriate follow-up is completed where required
- Providing the appropriate service and information or referring queries to the relevant manager
- Resolving customer complaints
- Recording details of enquiries, comments and complaints
- Maintain customer/member databases
- Adhering to the Company's policies and procedures at all times when assisting customers
- Maintain effective communications and good working relationships with all internal and external teams
- To provide reception services for the Company Head Office and Circuit Sports facilities
- Ensure the safety of fellow staff members and customers throughout the facility
- Assisting with deliveries to the facility, storage and stock control
- Assisting the members of the public in their use of the facilities
- Administration and set up for meeting room bookings



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- To provide facility support services, administration and clerical support functions
- Process incoming and outgoing mail
- Ensure compliance with Company Health and Safety policies and procedures
- Present a friendly, helpful, clean and welcoming environment to all customers

• **ESSENTIAL/DESIRABLE CRITERIA**

	Essential	Desirable	Evidence
Education and Qualifications	<ul style="list-style-type: none"> • High level of knowledge of Microsoft Office programmes including Word, Excel and Teams. • Excellent organisational, oral and written communication skills 	<ul style="list-style-type: none"> • Advanced Keyboard Skills. • Knowledge of key regulations and policies relevant to role e.g. GDPR 	<ul style="list-style-type: none"> • Application Form • Interview
Experience	<ul style="list-style-type: none"> • Experience of providing comprehensive administrative support to a diverse team. • Experience in a customer service environment. • Cash handling experience 	<ul style="list-style-type: none"> • Familiarity with spreadsheets and databases. 	<ul style="list-style-type: none"> • Application Form • References • Interview
Specialist Knowledge			<ul style="list-style-type: none"> • Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	<ul style="list-style-type: none"> • Have clear and concise communication skills both verbally and written. • The ability to remain calm and polite when dealing with complaints or challenging customers. • Ability to prioritise workload amid many competing demands and frequent interruptions. • Strong administrative and interpersonal skills. • Ability to think ahead and work under pressure. • Ability to provide a sensitive and 		<ul style="list-style-type: none"> • Application Form • References • Interview

A Better Life

KA Leisure is a trading name of North Ayrshire Leisure Limited

North Ayrshire Leisure Limited is a Company Limited by Guarantee No.202978 and a recognised Scottish Charity No.SC029780.
 Registered Office: 22 Quarry Road, Irvine KA12 0TH; Tel: 01294 315120; Fax: 01294 315140; email: info@kaleisure.com;
www.kaleisure.com



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	<p>professional welcome to the public.</p> <ul style="list-style-type: none">• Flexibility to undertake a wide range of tasks, and the ability to learn and adapt to new challenges.• Ability to work seamlessly as part of a team but also on own initiative.		
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