



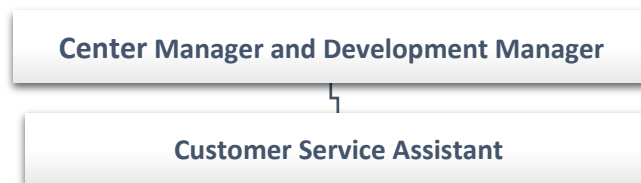
Job Description & Person Specification

Job Title :	Customer Service Assistant
Location :	Permanent Location : 35 High Street, Newmilns, Ayrshire, KA16 9EB Temporary Location : None

Main Purpose of Job

This role is the first point of contact for enquiries and bookings both face to face and over the phone. The key requirement will be to fully understand company products and services to ensure that both customer and business needs are met through the booking process.

Position in the Organisation



Scope of Responsibilities

Number direct reports	None
Level of responsibility for staff	None
Level of responsibility for customers	Taking Bookings, handling enquiries, rental support.
Level of financial responsibility	Cash handling and booking management. Refunds, non-standard enquiries and complaints should be forwarded to a Manager.

Key Accountabilities

DO WHAT	TO WHAT	END RESULTS
Provide excellent customer service.	To customers and visitors to NSASC.	Customers and visitors are treated professionally.
Act as first point of contact for customers.	Both face to face and via the phone.	Providing excellent customer service.
Answer incoming calls in a professional manner.	Provide accurate information and deal effectively with enquiries and bookings.	Customers always receive an excellent customer service and are sold the correct product to be delivered on a time and date that makes best use of slope space, available personnel and maximises business profit and productivity.

DO WHAT	TO WHAT	END RESULTS
Understand	Product information and lesson structure as well as pricing and booking strategy.	Products and services are accurately matched to meet both business and customer needs.
Knowledge and awareness	Of NSASC booking system.	Clients are booked onto the correct lesson. Booking guidelines and structures are adhered to for the maximum benefit of NSASC and the client.
Ensure	Full payment is received.	Before a booking is confirmed.
Meet	Individuals and groups prior to their activity.	Confirm the booking details, activity duration, location and safety requirements.
Provide	The correct equipment (skis, boots, board, helmet) as required.	Clients understand what they need to do to get ready for their session and are assisted where required. Clients are comfortable with correctly fitted equipment.
Introduce	Customers to their Instructor or Party Host.	Customers are fully informed about their activity and know who is looking after them and their point of contact.
Respond	To enquiries and requests for information.	Enquiries are dealt with in a timely and effective manner within limits of authority. Concerns are escalated to a Manager.
Assist proactively	With ad hoc administrative tasks.	Supporting the smooth operation of the slope.
Understand	The requirements of the Standard Operating procedures for all activities.	Guidelines are followed and any concerns are raised with the Duty Manager.
Participate	In training sessions.	As required to learn and develop skills to fulfil the role effectively.
Assist as appropriate when requested	With parties, including children's tubing parties or other slope activities.	Colleagues support each other as appropriate when required at peak periods or when circumstances require.
Escalate	Any concern regarding customers or visitors.	To bring to the attention to a Manager or supervisor any issue, in particular with regards to Health and Safety so that concerns can be dealt with promptly.
Any duty or task	Appropriate	To facilitate the smooth and professional operation of NSASC.

PERSON SPECIFICATION

ESSENTIAL SKILLS	DESIRABLE SKILLS
Candidates should be reliable and good timekeepers.	
Ability to work proactively.	
Positive and enthusiastic to help and learn.	
Ability to complete tasks effectively and efficiently.	
Good communicator.	

Interest in sport, fitness and health and wellbeing.	Any snow sports discipline.
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ESSENTIAL EXPERIENCE	DESIRABLE EXPERIENCE
Customer service experience.	Snow sports
Experience handling telephone enquiries, bookings.	
Administrative experience.	
Use of IT systems.	

ESSENTIAL QUALIFICATIONS	DESIRABLE QUALIFICATIONS
Good standard of Maths and English is required	First Aid

Level of competence

Rating – 1 Essential (Must Have), 2 Desirable (Should Have), 3 Preferred (Could Have), 4 Limited Requirement and 5 Not required.

COMPETENCY	RATING	EXPERIENCE AND EVIDENCE OF COMPETENCE		
		DO WHAT	TO WHAT	END RESULTS
Team effectiveness	1	Proactively helps, contributes, participates and shares information	With teams and colleagues.	Experienced as a team player and in dealing with the public. Can establish a rapport with colleagues and customers.
		Shows empathy and is sensitive.	To the feelings of others.	
		Aware	Of limits of authority.	
Communication skills	1	Picks up on cues and acts appropriately	With colleagues and customers.	Effective in all communication, all individuals, is clear, positive and appropriate in communication.
		Spoken skills	Polite, clear, concise and confident.	
		Listens actively and uses good eye contact	With colleagues and customers.	
		Warm, friendly manner	With colleagues and customers.	
Planning and organising	1	Recognises	The need to plan.	Proactive, organised approach to workload. Sessions run on time.
		Prioritises	Tasks, customer needs.	
		Meets deadlines and uses time well.	In structuring, lessons and workload.	
Dealing with/adapting to change	1	Professional, positive, flexible and comfortable.	In approach to change (school to work).	Works with colleagues and NSASC to adapt and be flexible to ensure that the needs of the client and the slope are met.
		Shows willingness and adaptive approach	To improve, try something new and embrace change	
		Responds well	To personal development and training and external challenges.	

COMPETENCY	RATING	EXPERIENCE AND EVIDENCE OF COMPETENCE		
		DO WHAT	TO WHAT	END RESULTS
Decision making (inc. problem solving)	1	Gathers information, identifies problems and risks and explores options.	Before making final decisions.	An informed approach is taken to making decisions and the risks and benefits are weighted up to ensure the best decisions are made.
		Can justify decisions and communicates information to all relevant parties.	When making decisions.	
		Works within procedure and guidelines and knows limits of authority	When making decisions.	
Results orientation	1	Identifies, actively inputs and achieves	New opportunities, skills, experiences.	Results are achieved at a personal, client and organisational level.
		Understands targets, sets milestones and can find a range of solutions.	To work towards and achieve goals.	
Developing Others	5	Not Required		
Influencing	2	Confident and assertive	In dealing with a variety of challenging situations.	Can turn situations into positive outcomes without loss of confidence in instructors or
		Can present a range of solutions and alternatives	To influence outcomes	
Strategic Thinking	2	Understands business objectives and their role.	In achieving outcomes.	The ability to envisage and progress towards longer term objectives. Understanding their individual role within this.
		Demonstrates and uses professional knowledge, understands the dynamics of their role and the impact this has.	In developing solutions to achieve outcomes.	
		Identifies and solves problems.	With an awareness of 'the bigger picture' and longer term impact.	

Employee Status	Yes / No (please detail)	Start and End Date (where applicable)
Permanent	Yes	
Temporary		

Casual Worker		
Volunteer		
Work Experience		

Days and Hours of Vacancy

MON	TUES	WED	THURS	FRI	SAT	SUN
3 Part times roles to cover 7 days.						

Other Relevant Information

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| <ul style="list-style-type: none"> • All training will be provided on slope operating procedures, rental desk and booking procedures. |
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AUTHORISATION FOR JOB EVALUATION AND PERSON SPECIFICATION

Completed by: Britt Sutcliffe	Date : 19 th October 2017
Authorised by :	Date :