

**Job Description: Customer Service Advisor**

This dynamic role includes a variety of reception based tasks required for the day to day running of the centre. As the first point of contact to customers and potential customers, you will be responsible looking after the reception areas and attending to the needs of the customer.

Durham Climbing Centre is one of the longest standing climbing walls serving the North East of England and surrounding areas. Durham Climbing Centre pride itself on offering something for everyone from beginner to advanced climbers of all ages and abilities. It’s reputation for high level coaching and facilities for adults’ children attracts a variety of centre users, schools and groups.

The rise of indoor climbing means participation in is growing rapidly by those seeking an alternative to the gym, and by parents realising the physical and social benefits for children from a young age. The inclusion of climbing for the first time at Olympics 2020 seals its pathway for the future.

To meet the growing demand, we are seeking to grow our established coaching and reception team. We are seeking several individuals to join our highly trained team. You will be rewarded with an exciting opportunity to join a fast-moving industry with further training opportunities potential. A statutory leave entitlement and pension scheme are in place. As a member of the team at DCC, you will benefit from unlimited climbing anytime and discounts on equipment.

Flexible working hours over 7 days per week between operational hours of 8.00am – 11.00pm to include daytimes, evenings & weekends.

**Person Specification**

**The customer service advisor will report to the centre manager**

* Excellent customer care skills with a passion for customer service
* Intermediate IT Skills
* Excellent organisational skills
* A team player and the ability to work independently
* Friendly, approachable and enthusiastic when working with people
* Ability to complete tasks in timely manner and be responsible for own workload to complete all tasks
* Excellent communication and interpersonal skills
* Attention to detail and a desire to deliver the best service possible
* An interest in climbing
* Be flexible and work on rota system to meet the needs of the business.

**Duties**

* Oversee all aspects of daily operations which includes opening up the centre, serving customers, restocking, answering and sending emails, making and receiving phone calls, taking bookings, updating website and social media, advising customers of products and eservices, communicating with other members of staff
* Serve customers on arrival, check in and show around the centre
* Take bookings in person and over phone
* Keep reception areas clean and tidy
* Prepare hot drinks and light bites in café area
* Sending and receiving emails
* Admin tasks as required
* Organise schedule for coaching team
* Inform customers about classes and events
* Looking after the needs of adults and children at the centre
* Maintain admin records for climbing awards in-house and externally

**Desirable skills**

* An understanding of working in a busy environment
* Previous experience working with children
* Customer care experience
* Climbing qualifications or experience
* First Aid at Work
* DBS Check
* Food Hygiene
* Experience of working in similar climbing wall or leisure setting

**Salary**

Starting salary above National Living Wage.

**Job Types**

**Full time, Part time, Permanent**

We are looking for several people working from 8 – 36 hours per week over 7 days to include daytimes, evenings, weekends.

**How to apply**

Please send your CV and a cover letter explaining why you would like to work at Durham Climbing centre to Hayley McKenna: [Hayley@durhamclimbingcentre.co.uk](mailto:Hayley@durhamclimbingcentre.co.uk)

Closing date for applications: Friday 31st August. Interviews will be held on Tuesday 4th & Wednesday 5th September. Start date 10th September