



SOUTH WEST

MARITIME ACADEMY

# Job Description; Customer Service Team Member

**Job Title:**

Customer Service Team Member

**Contract type:**

Full time/Part time/Seasonal

**Who are we:**

South West Maritime Academy is based in South Gloucestershire and is a business that not only specialises in Maritime Safety Training for seafarers, but also operates one of the South Wests' premier outdoor leisure facilities, based in and around our picturesque Cromhall Quarry lake.

The lake hosts open water swimming, scuba diving, open water events, fitness training, paddleboarding, triathlons and more.

**Main purpose of job:**

The Customer Service team are responsible for working as part of the wider team to provide a high quality, customer focussed leisure experience. This role is split between our reception and catering provision, responsibilities include checking customers in, responding to problems and serving food and drinks; supplementing their overall experience with high quality support and friendly, welcoming atmosphere.

**Position reports to:**

Outdoor Activities Manager

**Rate of pay:**

£9.00 per hour – 10.25 per hour depending on qualifications and experience.





## Main tasks of the role

### Customer service:

- Providing excellent customer service, ensuring each visitor to the lake has a successful, rewarding and enjoyable experience.
- Welcoming customers to the facility and ensuring they follow the sign in (and broader site) procedures, signposting them to the right area of the lake.
- Trouble shooting and signposting customer queries, and escalating through the proper channels if required.
- Handling payment processing; the sale of equipment and serving of refreshments to visitors.

### Reception:

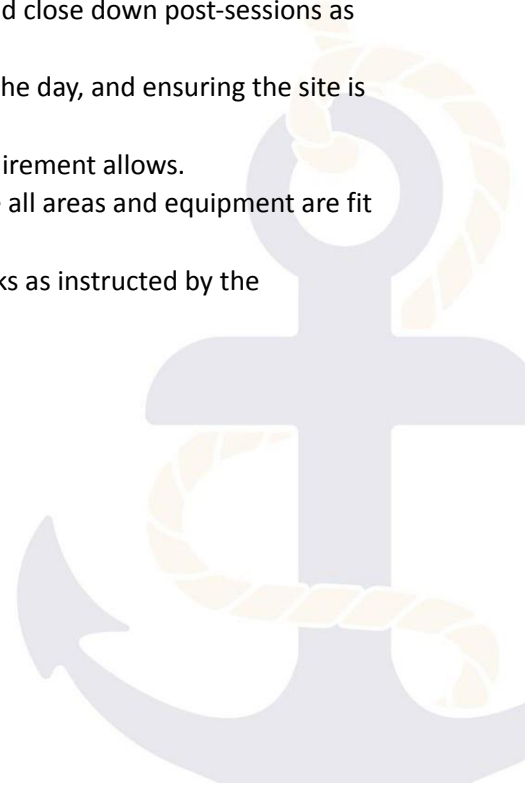
- Welcoming customers when they arrive and maintaining a friendly and approachable atmosphere.
- Checking customers in using the signing in process, checking that customers have booked via the website and that they have read and understood the the terms, conditions and safety information.
- Communication of site rules and key safety information to ensure customers can maintain their own safety during their activity.
- You will be point of contact for customer questions and concerns including lost property, booking queries and first aid.
- Retail advice, providing first hand information and advice on products and their suitability, taking payment of sale items.

### Catering Unit:

- Prepare and serve high quality food and drink to customers on a takeaway basis.
- Maintain the high standards of hygiene and cleanliness throughout the catering unit.
- ensuring all daily, weekly and monthly checks are carried out as informed by training and management instructions
- Re-stocking all shop items to ensure a high level of presentation is achieved
- Handling sales and transactions.

### Site Presentation and maintenance:

- Work as part of the team to set up the site at the start of each session and close down post-sessions as the day's end.
- Keeping facilities clean and tidy, maintaining high standards throughout the day, and ensuring the site is left clean and prepared for the next period of use/public session.
- Supporting the wider operation of the business at SWMA as time or requirement allows.
- Carrying out monthly safety checks on equipment and facilities to ensure all areas and equipment are fit for use and meet operational standards.
- During quieter periods; carry out maintenance and site development tasks as instructed by the management team.





### **Health and Safety Responsibilities:**

- Working in a safe manner; highlighting any issues that may arise whilst following company Health and Safety recording and reporting procedures.
- Implementation of key policies and procedures; risk assessments and operating procedures.
- Contribute to the review process of Health and Safety matters; giving your input if you can see a better/safer way of doing something.

### **Staff Development:**

As an employee you will be encouraged to take ownership of your own ongoing development, as a company we believe good quality education and training is key to success and you will receive support to develop and grow your skills, this will include:

- Periodical reviews to reflect on your performance and plan your development
- Job specific training and development, both at induction and throughout your development pathway
- Support to develop your own 'Personal Development Plan'; input from your manager to help you highlight what you need to work on and how to achieve it.
- Training and qualifications as part of a personalised development plan, the right training at the right time.

### **Skills – What We Are Looking For**

#### **Essential:**

- Well organised with an ability to use your own initiative to identify what needs to be done.
- Ability to build strong working relationships with customers, clients and staff
- Flexible, adaptive mindset and approach to challenges
- A 'can do' attitude, being prepared to get hands-on with the role if and when required
- Excellent customer service and communication skills
- A desire to learn, develop and to grow into the role
- Attention to detail in all aspects of work and areas of responsibility
- A personal interest and passion for high quality food and drink.

#### **Desirable:**

- Level 2 (or higher) food hygiene certificate
- A recognised First Aid qualification
- Experience in a similar role, or demonstratable transferrable skill sets and experience; catering and customer service.





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**In return, you'll get:**

- Competitive rates of pay.
- To meet people from all walks of life, helping them enjoy their experience at our facility.
- A chance to learn life-long skills and to gain role specific training with our experienced team.
- High quality development; support to develop your skills and knowledge to become highly skilled instructor and water safety personnel, with opportunities to learn from experienced staff and receive nationally recognised qualifications that suit your stage of development.
- Opportunities to get involved with events and projects outside of your usual 'normal' work days, such as our sprint triathlon events and open water swimming challenges.
- Be part of a strong team, get involved with trips and social events outside of work such as our regular SUP paddle on local canals and rivers, multi day canoe trips etc.

**Sound like the role for you?**

If this sounds like the opportunity for you and that you would be a great fit as part of the dynamic, friendly team here at SWMA, then we'd love to hear from you.

Please send your CV and a covering letter to [info@southwestmaritimeacademy.com](mailto:info@southwestmaritimeacademy.com)

