



Trilogy Mission 'Inspiring Active Lifestyles'

Job Description

Job Title: **Customer Service Advisor**

Scale Point: **18**

Salary: **£19,391 per annum / £9.50 per hour aged 23 and over**

Responsible To: **Leisure Centre Supervisors**

Responsible For:

Trilogy Culture (Behaviours & Values)

- **One Trilogy Team** - Working together, respect, open & honest, positive communication
- **Encourage Creativity** – Support innovation, try new ideas, adopt change
- **Be Constructive** – Adopt a positive, can-do anything is possible mindset
- **Deliver Excellence** – Provide the Customer experience you want to receive
- **Promote Wellbeing** – Self-care, support others, be active, work/life balance
- **Embrace Diversity** – Champion Equality, Diversity & Inclusion

Trilogy Team Purpose

The purpose of every team member is to work together in a positive, creative fashion as one team to deliver the core values and company strategy. To adopt the behaviours and company culture to promote, encourage and achieve excellence as a Wellbeing organisation to improve the lives of people in our Community.

Organisational Duties & Responsibilities

- Act in accordance with, and positively promote, Trilogy policy and procedures
- Work with the team to deliver the best possible customer experience
- Adopt and adhere to Trilogy Safeguarding Policy, Procedures and Practices
- Adopt all Health & Safety and all legal compliance in all areas of the business

- Influence, teach and support your colleagues to achieve excellence
- Be accountable for knowing all company processes, policy and relevant information
- Communicate, feedback and promote the company values
- Work with the team to deliver the aims and objectives within the company strategy

Individual Duties & Responsibilities

- To offer excellent customer service and deal with customer enquiries through telecommunications, face-to-face and e-mail in a professional manner across all NLT sites and facilities.
- Identify needs and solve problems for customers, managing challenging behaviour as necessary and to develop and maintain positive and supportive relationships with customers.
- Use product knowledge to sell additional services/activities by recognising opportunities to up-sell, and cross-sell across the leisure sites.
- Manage all contacts and contribute to improvements in call and contact handling activities, systems and content; particularly logging compliments and complaints in accordance with procedure.
- Respond to routine and more complex queries, which will involve the application of NLT policies and procedures.
- Operation of Leisure Management System, and associated IT system plus general clerical and financial duties, and undertake call-backs as required.
- Process and authorise financial transactions, issuing receipts for leisure activities and services, accepting card payments and keeping associated records in accordance with Leisure Trust Audit regulations.
- Reconciling daily transactions to payment methods in according with Leisure Trust Audit regulations.
- Participate in performance development reviews; personal and workforce development; and undertake Key Performance Areas agreed between the employee and the line manager and report performance levels to the line manager.
- Carry out all customer service duties related to delivery of Trilogy Leisure services using relevant ICT systems effectively to develop and maintain records, files and statistical information. Maintain strict confidentiality at all times and adhere to Data Protection legislation and service guidelines on the use of data.
- Report all matters requiring additional information or advice and discrepancies in the information systems to the line manager.
- To attend any staff training sessions as required.
- Adopt a corporate and positive approach at all times, ensuring you, your colleagues and associated staff work towards the global aims and objectives of the Trust, delivering the best possible customer service experience.
- To demonstrate a commitment to equality and diversity in both the delivery of services and to staff.
- Any other duties commensurate with the demands of the organisation

Job Demands

- Travel and work from any associated Trilogy facility
- Work the necessary flexible hours to meet the needs of the business (as required)
- Manage (or help manage) conflict and resolve problems within the team
- Be accessible to the whole team for support (as required)

Essential Attributes Required to Work for Trilogy

- Possess the culture, values and behaviours of the company
- Knowledge and experience in relation to the post
- Ability to learn, develop and accept challenge
- Constructive, open minded and a positive communicator
- A team player who want's others to succeed
- A flexible problem solver

Equality, Diversity & Inclusion

Diversity drives innovation and we are committed to promoting equality, embracing diversity and enabling inclusion through positive Wellbeing experiences. Trilogy is committed to educating itself, its workforce and its customers to celebrate Equality, Diversity and Inclusion.