



Title: Customer Support Advisor (Inbound)

Reporting to: Customer Support Manager

Basis: Full Time, permanent

Hours: Monday to Friday 9am-5pm, except during camp operating weeks when longer hours (8am – 6pm) will be expected.

Location: Farmoor, Oxfordshire

Salary: £22 - £24k per annum (pro rata) plus £1,500 loyalty bonus annually (pro rata)

Start Date: May/June 2023

Summary of Position:

Ultimate Activity Company Ltd is a leading provider of holiday childcare in the UK. Our trusted holiday camps operate at venues across the country offering outstanding childcare & activity provision to children whilst providing peace of mind to parents.

As part of our fun and friendly Customer Support team, this office-based role is at the start and heart of the parents' experience. We are looking for a motivated and inspiring Customer Support Advisor who is looking to move to the next level and wants to develop their skills. Making a great first impression, whether on the phone or via email, you'll have a positive and enthusiastic attitude, be a great team player, have excellent communication skills and be adaptable!

Duties and Responsibilities:

- Respond to customer enquiries via telephone and email in a professional, friendly and timely manner
- Provide a high standard and level of customer service and product knowledge
- To assist customers in placing their bookings
- Report any customer issues to the Customer Support Manager or Supervisor
- Keep meticulous records of customer communications and conversations
- Admin tasks related to customer support and bookings

Essential Requirements:

- Ability to grasp product knowledge and portray this confidently to customers
- Experience of working within customer services ideally within the leisure or educational industry
- Outstanding customer service skills and focus on resolving customer queries in a professional and polite manner
- Computer proficiency with Microsoft applications
- Able to work 8-6pm during Easter, Summer and October half term school holidays

Benefits

- **Generous Holiday Allowance:** Up to 35 days plus bank holidays annually, plus time in lieu for weekend work
- **Free onsite parking**
- **Regular Company Socials**
- **Company Pension Scheme**
- **Part of a Highly Respected Organisation:** As part of Dukes Education Ltd, Ultimate Activity Company Ltd staff reap the benefits of being part of a highly successful and respected educational group.

Apply with your CV and Cover Letter via our Careers page or email your CV to tim@ultimateactivity.co.uk