**CASUAL RECEPTIONIST PERSON SPECIFICATION**

Note to applicant: when completing your application form, you should demonstrate the extent to which you meet the essential and desirable criteria below.

In addition to the requirements outlined below, as ambassadors of Tees Active, you should also be able to demonstrate the following qualities:

|  |  |
| --- | --- |
| * Enthusiasm | * Commitment to service excellence |
| * Excellent communication skills | * A genuine desire to work closely with our customers |
| * Professionalism | * Flexibility |
| * High personal standards | * Provide a welcoming environment |

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| **Requirements** | **Essential** | **Desirable** | **Stage Assessed** | | |
| **EDUCATION & TRAINING** |  |  | Application Form | Interview | Assessment |
| 1. A good level of education or other professional qualifications that may be relevant to the role. |  |  |  |  |  |
| 1. NVQ Level 3 in Customer Services or any other relevant Customer Service training. |  |  |  |  |  |
| **EXPERIENCE, KNOWLEDGE & UNDERSTANDING** |  |  |  |  |  |
| 3. Ability to use computer systems |  |  |  |  |  |
| 4. A minimum of 6 months recent experience in a Customer Service role. |  |  |  |  |  |
| 5. Experience of computerised booking systems |  |  |  |  |  |
| 6. An understanding of the leisure sector |  |  |  |  |  |
| 7. Previous experience providing high quality customer service in a  similar face to face role, ideally in a leisure environment. |  |  |  |  |  |
| 8. Previous telephone system experience. |  |  |  |  |  |
| 9. Dealing with bookings and enquiries. |  |  |  |  |  |
| 10. Processing payments and completing cash reconciliation. |  |  |  |  |  |
| **Requirements** | **Essential** | **Desirable** | **Stage Assessed** | | |
| **SKILLS & ABILITIES** |  |  | Application Form | Interview | Assessment |
| 11. Ability to work effectively and respond well under pressure |  |  |  |  |  |
| 12. Self-motivated, with the ability to work with minimal supervision |  |  |  |  |  |
| 13. Excellent communication skills both face to face and over the telephone |  |  |  |  |  |
| 14. Ability to apply set procedures |  |  |  |  |  |
| 15. Organised and efficient administrative skills with good attention to detail. |  |  |  |  |  |
| 16. Skilled and confident in customer service and communication |  |  |  |  |  |
| 17. Ability to deal with difficult situations and customers |  |  |  |  |  |
| 18. Demonstrate knowledge of a diverse product range and the ability to make sales/upselling (e.g. secondary sales, membership sales, courses etc) |  |  |  |  |  |
| **PERSONAL QUALITIES & ATTRIBUTES** |  |  |  |  |  |
| 19. Well presented, friendly and approachable |  |  |  |  |  |
| 20. Co-operative and supportive team player |  |  |  |  |  |
| 21. Confidence when working with a wide range of people |  |  |  |  |  |
| **MISCELLANEOUS** |  |  |  |  |  |
| 22. Flexible and willing to cover for absences within the team |  |  |  |  |  |
| 23. Able to carry out duties as per job description |  |  |  |  |  |

**Stage identified**AF= Application Form, I= Interview, A=Assessment