

**Job Title:** Customer Service Assistant

**Location:**

St Andrews Lakes is a renowned destination nestled in the picturesque landscapes of Halling, Kent. Our lakeside facilities offer an array of water-based activities, including swimming, paddleboarding, kayaking, and more. We take pride in providing top-quality equipment and excellent customer service to our patrons, ensuring they have memorable experiences on the water.

**Start:**

Phased start from 1<sup>st</sup> April 2024

**Duration of contract:**

Until 30<sup>th</sup> September 2024

**Job Description**

St Andrews Lakes is looking for a Customer Service Assistant to join our seasonal team. The role will be across our main customer areas of arrival, check in, and outdoor activities.

This role does include weekend working throughout the summer months.

**Duties and responsibilities will include:**

- Meet and greet of customers arriving on site.
- Make customers feel welcome, ensuring they have a great experience.
- Accurate check in and out of customers, ensuring everyone is accounted for.
- Ensure liability waivers are completed for all participants.
- Clear and concise communication with fellow team members
- Booking additional activities for customers as required.
- Use of booking system to ensure all customers and sales are recorded correctly.
- Equip customers with the correct equipment for the booked activity.
- Provide an interactive safety briefing to each customer, ensuring everyone is safe to proceed with their activity.
- Ensure safety procedures and guidelines are followed.
- Ensure returned wetsuits/buoyancy aids vests are cleaned and hung back up.
- Communicate effectively with fellow colleagues.
- Supporting other areas onsite as requested by management.

**Essential Knowledge, experience, and qualifications**

- Immaculate professional presentation
- Friendly and approachable manner
- Excellent customer service skills
- Computer confident
- Ability to be a team player
- Competent swimmer
- Organised approach to work

**Desirable Knowledge, experience, and qualifications**

- Knowledge of water sports activities
- Valid First Aid Certificate
- RLSS Lifeguard Qualification

To apply, please email your CV and cover letter to [jobs@standrewslakes.co.uk](mailto:jobs@standrewslakes.co.uk)