



**Job Title:** Office Assistant

**Location:** St Andrews Lakes, Quarry Grove, Halling, Kent, ME2 1BA

**Job Type:** Seasonal, Full-Time

**Working hours:** 8 hour shifts, 5 days a week, *weekends essential*

**Pay:** £10-£12.22 per hour

We are looking for a friendly, organised, and proactive Office Assistant to join our team at St Andrews Lakes. This role is key to ensuring smooth day-to-day operations, providing excellent customer service, and supporting administrative tasks. The ideal candidate will be confident in handling customer inquiries, managing bookings, and maintaining efficient office processes.

### **Key Responsibilities:**

- Answering phone calls and responding to customer emails in a professional and friendly manner.
- Taking and managing bookings through our booking system.
- Assisting customers with inquiries, providing accurate information about our services.
- Performing general administrative duties, including data entry, filing, and office organization.
- Supporting the office team with various tasks to ensure smooth operations.
- Handling customer payments and processing transactions when necessary.
- Ensuring all customer records and booking details are accurately maintained.
- Assisting with social media or basic marketing tasks as required.
- Assist in any other area of the site if requested by management.

### **Requirements & Skills:**

- Previous experience in customer service is essential.
- Strong organisational and time-management skills with attention to detail.
- Excellent verbal and written communication skills.
- Ability to multitask and work independently in a fast-paced environment.
- Customer-focused mindset with a friendly and professional demeanour.
- Availability to work weekend

**Benefits:**

- Opportunity to work in a beautiful lakeside environment
- Free use of facilities for you
- Staff discounts for friends and family on activities and retail products
- Free onsite parking
- Overtime available
- 25% discount at our onsite café & pizzeria
- Company events
- Opportunities for growth within the business

If you are an enthusiastic, friendly and organised individual looking for a rewarding customer service role, we would love to hear from you! Apply today by sending your CV and cover letter to [jobs@standrewslakes.co.uk](mailto:jobs@standrewslakes.co.uk)