



“Your smile is why people feel welcome at our centres.”

That’s what we say to receptionists at Park Pool and it’s what we believe. Customers remember a smiling, friendly welcome and we need a receptionist who understands that.

Job Purpose

You’ll run an efficient, well presented reception area, dealing with mainly happy customers, but some unhappy ones, remaining professional and understanding at all times.

Some of our customers might be nervous about getting back into fitness. Your smile will tell them they’ve found a home. If you can remember names, make people feel at ease and want to work in sport and leisure, we want to hear from you.

As a great bonus you will get free access to all the facilities and your family will get free swimming and discounted membership for the centre and the 4 others we manage in the area.

Duties to Include:

- To provide frontline customer service
- Taking facility bookings at the reception desk and over the phone
- Handle customer enquires or complaints
- Manage the lost property procedure
- Stock control with regards to ordering / deliveries and displaying of literature etc on a daily / weekly basis and undertake a quarterly stock take and report figures
- To process ultimate Leisure card, bonus card, direct debit applications and direct debit mandates.

Essential / Desirable Skills and Experience

We are looking for someone who is an excellent team player with previous receptionist/ face-to-face customer service experience, ideally hold the NVQ Level 2 Customer Service or equivalent. You will be a confident communicator with a professional manner that has the ability to work on own initiative and under pressure.

If this is your IDEAL role, you can apply for this role at www.serco.com/careers or drop your CV into the management team we have vacancies to start immediately