

JOB DESCRIPTION

CUSTOMER ACTIVITY ADMINISTRATOR

Reports to: Site Manager or Deputy/ Duty in the Site Manager's absence
Location: Various across the UK
Contract Period: Fixed term, for one season only. The core season will be April to October. Extensions for weekends and holidays may be offered.

Reward package

Hourly Rate: Under 25: £8.70 per hour (including £0.94 per hour holiday pay based on 28 days/year) Over 25: £8.78 per hour (including £0.95 per hour holiday pay)
Holiday Entitlement: 28 days holiday (pro rata) has been included in hourly rate above. Holiday pay will be specified separately on your payslip.
Flexible Working Hours: A range of contracted hours are available, both full and part time. Weekends and bank holidays are standard working days. Hours will be rostered by the Site Manager.

Job Role

The Customer Activity Administrator's role is to provide an efficient, helpful and effective front of house service that is adaptable to customer needs. You will provide a first point of contact when customers arrive. Process bookings, check in and complete all relevant paperwork. Welcome returning customers with enthusiasm and celebrate their achievements. Maintain a clean and attractive cabin, promote retail sales, and provide administration support.

The main focus of this role will be customer care, administration and ensuring guest satisfaction. Additional duties will include; local marketing, retail sales and merchandising, reconciling customer paperwork and end of day takings.

Main Duties and Responsibilities

Customer Service

- Assist with customer enquiries & bookings
- Welcome customers and prepare them to take part on the course
- Ensure all Go Ape participants complete a risk acknowledgement/disclaimer



- Comply with company rules on height, weight, age and medical conditions
 - Assist participants where necessary to minimise customer complaints and maximise customer satisfaction
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- Carrying out emergency drills in accordance with company directives and training
 - Maintaining all records and registers including the radio log and daily report

Financial Management

- Operate the till and take receipt of payments
- Ensure all cash, cheque and credit card transactions are completed according to PCI and company directives
- Bank payments, as requested by the Site or Duty Manager

Marketing & Site Development

- Market Go Ape as required by the Site Manager
- Meet communication standards set by Go Ape Management
- Business development in conjunction with management
- Build and maintain good working relationship with key parties including:
 - Go Ape personnel, landowner's representatives, Altus, contractors, members of the public, customers, HSE and Environmental Health Officers, insurers, course inspector and the press

Health and Safety

At all times, and in accordance with company procedures and training:

- Comply with all Health and Safety policy, measures and legislation
- Follow all Health and Safety procedures and safe systems of work
- Ensure your own safety and those with whom you are working
- Use equipment in a safe manner as trained
- Maintain the security of site, cabin and equipment
- Assist with Risk Assessments and Method Statements where required
- Apply first aid when necessary appropriate to your skill level
- Report and recording all accidents, significant incidents and rescues correctly
- Report all safety matters to the Site or Duty Manager



- Keep up to date with the First Sight File

Personal Protective Equipment (PPE)

- Check PPE each time it is issued and returned by a customer
- Fit and remove customers' PPE correctly
- Fit chest harnesses where appropriate
- Inspect and maintain site, PPE and other safety equipment, ensuring it is in good order

- Ensure site PPE is correctly serviced, reporting all faults when found
- Maintain the PPE and equipment records as required

Personal Professionalism

- Read and comply with the Company Handbook
- Visit and work at other Go Ape sites and attend training, as required

Person Specification

Essential

- Safety conscious, with a professional outlook and able to work under own initiative without supervision
- A 'customer comes first' attitude with drive and enthusiasm to achieve customer WOW!
- Excellent interpersonal and communication skills.
- High standard of personal hygiene and appearance
- Must be an enthusiastic team player and be able to work with other colleagues in a dynamic working environment
- High energy levels with a cheerful disposition and the ability to work under pressure
- Must like working outdoors
- Must be able to demonstrate attention to detail and diligently follow company procedures
- Own transport (able to get to and from site)
- Basic First Aid Certificate (to be obtained prior to start date)
- Must be able to perform all physical duties (with reasonable adjustments where required)





Desirable

- To have visited a Go Ape site and/or interest in the outdoors
- Marketing and sales experience
- Excellent telephone manner
- Experience with working with corporate clients
- Health & Safety experience
- Experience of stock taking and ordering
- Basic First Aid Certificate
- A good head for heights (if you want to progress to Instructor)

COMPANY ETHOS

Our Values

- Keeping the adventure in adventure
- Encouraging 'I can't' to become 'I can'
- Always seeking to be two steps better
- Zero risk equals zero development
- To challenge, surprise and excite
- Build in customer delight
- Be socially and environmentally responsible
- Create worthwhile, rewarding jobs
- Do the right thing

Our Mission

- To be the best Adventure company on the planet (where you can be home in time for tea)

Our Vision

- "Creating adventures; encouraging everyone to live life adventurously"

If you feel as strongly as we do about encouraging everyone to live life more adventurously then this could be the perfect environment for you to work in!



