



‘To prevent, and reverse the prevalence of, illnesses that are caused by poor eating habits, a lack of exercise and/or stress related lifestyles’

JOB ALERT: 2 x Customer Service Assistant

Location: The Swanscombe Centre DA10 0LP

Hours: 28.5hrs (hours average per week)

Salary: £9.13

Closing date: Sunday 27th June 2021

About this job:

Gravesham Community Leisure (GCLL) is seeking to recruit an exceptional Customer Service Assistant to assist the Operations Manager in the provision of the highest possible quality of service to our customers both in terms of facility presentation, health and safety, plant, machinery and equipment at The Swanscombe Centre.

We would like to hear from you if you:

- Have excellent verbal, written and IT communication skills
- Work with the Operations Manager and Sales and Marketing Managers to implement effective business development strategy to grow membership numbers
- Ensure the building and its equipment are maintained and operated in accordance with specified procedures and that the required standards of cleanliness are maintained
- Strive to deliver high customer service standards in all aspects of the facility
- To supervise and assist with the day to day operation of the leisure centre
- Operate the building and facilities in accordance with Normal Operating Procedures, Emergency Action Plans, and the Health and Safety policy in order to provide a safe environment for all.
- Act as a key holder and open and close facility ensuring building/equipment checks are carried out as stipulated in the daily Check Sheets.
- To maintain high standards of cleanliness in the building
- To maintain a high standard of public relations & to positively deal with complaints within GCLL's company guidelines
- To take reasonable steps at all times to ensure the health and safety of yourself, other staff and members of the public who may be affected by your actions or omissions at work.

If you're a fast-thinker who's calm under pressure, responsible and a natural with people from all walks of life, this is your chance to progress as a Customer Service Assistant. We also look for integrity, a can-do attitude, health and safety knowledge, and a customer service focus, combined with relevant professional qualifications such as FAAW

This position will involve evening work, including public holidays. All employees of GCLL benefit from free centre membership, contributory pension scheme, 4 weeks annual leave, sickness entitlement, and excellent training opportunities.

If you feel you have the skills and knowledge required for the above role, please submit Application to Helen Lake, Head of Human Resources, Head Office, Cascades Leisure Centre, Thong Lane, Gravesend, Kent DA12 4LG or email Helen.lake@gcll.co.uk

GCLL is an equal opportunities employer. Working in Partnership with Gravesham Borough Council and Swanscombe and Greenhithe Town Council