WHITE SPIDER
=URBAN CLIMBING=

Job Description

Job Title: Customer Services Officer
Reporting to: Centre Manager

Purpose of the Role:

• To deliver high quality customer service from the reception desk and throughout the centre
• To assist in the smooth day to day running of White Spider Climbing
• To ensure that all facilities are clean, tidy and professionally presented for our customers
• To ensure correct entry procedures and forms are filled out and followed upon all entries
• To assist in the cafe, serving a variety of food and drinks
• To assist with the sales of the retail stock, for example the sales of climbing shoes

Key Responsibilities:

Responsibilities will include (but not be limited to) the following key areas:

Customer Service:

• Promote and deliver high quality customer service at all times from the reception desk and throughout the centre
• Greet visitors and answer all enquiries
• Take customer bookings
• Provide advice to customers on the White Spider Climbing coached programmes
• Serve customers in the cafe
• Deal with the hire and sale of equipment

White Spider Climbing
225 Hook Rise South,
SURBITON,
Greater London KT6 7LD

spiderclimbing.com/white-spider
E: climb@whitespiderclimbing.com
T: 0208 397 0390

Operational duties:

• Cleaning of all areas of the centre
• Checking key areas of the centre in line with operational procedures and the customer charter
• Cash handling
• Log and store lost property
• Assist in opening and closing the building in line with operating procedures
• Maintain and store paper and computer records
• Deal with post and deliveries
• Register new members in line with operating procedures
• Assist with stock-take for consumables in the cafe and retail
• Assisting in the delivery of events and competitions as required
• Running climbing sessions to a high standard (full training will be given)

Personal Skills, Experience, and Competencies:

• Outstanding commitment to high quality customer service
• Good interpersonal skills and ability to communicate with staff, customers and management
• Passionate about introducing climbing to others
• Ideally an active climber
• High attention to detail
• Good I.T skills
• Initiative
• Enthusiastic and flexible approach

Desired Qualifications/Experience:

• First Aid
• Barista
• Food hygiene/food handling
• Experience with Rock Gym Pro

This job description does not define in detail all duties and responsibilities of the post. It will be reviewed once a year and may be subject to amendment after consultation and agreement with the post holder.

Please email hannah@redspiderclimbing.com with your CV if you are interested in this role and an application form will follow.

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