Customer Service Officer & Instructor

Job Title: Customer Services Officer and Instructor

Salary: £25.4k - £26.2k per annum

Reporting to: Centre Manager

The Role: To deliver high quality customer service from the reception desk and throughout the centre, assist in the smooth day to day running of Green Spider Climbing. Ensure that all facilities are clean, tidy and professionally presented for our customers. Provide a safe and fun session to participants when instructing.

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 Green Spider Climbing coached programmes
- Serve customers in the cafe
- Deal with the hire and sale of equipment

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
- CWA or similar
- Barista
- Food hygiene/food handling
- Experience with Rock Gym Pro

Applications:

- Closing date Monday 21st April 2025
- Apply in writing to Matt Higton matt@greenspiderclimbing.com showing how you meet the requirements for the role. Please include your CV.
- Interviews will be in person during the week commencing the 21st of April.

We reserve the right to close applications early.

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.