

JOB DESCRIPTION	
POSITION	Activity Bookings Assistant
REPORTING TO	Duty Manager
REMUNERATION	£10.90 per hour (reviewed annually in April)
CONTRACT	Casual Worker Agreement, zero hour
LOCATION	Willen Lake, V10 Brickhill Street, Milton Keynes, MK15 ODS
OBJECTIVES	<p>Provide a professional and enthusiastic first point of visitor contact</p> <p>Ensure the smooth operation of reception, including managing enquiries, ticket sales and provision of advice and information to visitors.</p>
DUTIES	<p>Provide excellent front of house service, including face-to-face visitor interactions, email and telephone support</p> <p>Answer queries regarding Willen Lake activities, events and facilities confidently and efficiently</p> <p>Take details of any potential bookings and events, and where appropriate process payments for bookings</p> <p>Take ownership of the complaints process, escalating to the management team as required.</p> <p>Process ticket sales transactions including cash and card handling</p> <p>Work with the Duty Manager and other departments to ensure effective communication across the wider park team</p>
EXPERIENCE, SKILLS AND ATTRIBUTES	<p>Essential</p> <p>Experience in a customer facing role</p> <p>A clear communicator with excellent written and spoken English</p> <p>Proficient using Microsoft Office packages, particularly Excel</p> <p>The ability to follow procedures and processes consistently</p> <p>The ability to organise and prioritise work in line with business needs</p> <p>The ability to work effectively across multiple departments</p> <p>The ability to respond positively under pressure</p> <p>A meticulous eye for detail, particularly with cash handling and data entry</p> <p>Desirable</p> <p>Experience in cash handling</p> <p>Experience using EPOS software</p>
<ol style="list-style-type: none"> 1. <i>This job description represents the usual duties and requirements of the position; however, the job holder may be required to carry out other duties in line with their capability, training and level of authority.</i> 2. <i>The company reserves the right to change the job description in consultation with the post holder.</i> 3. <i>The job description does not form part of the Contract of Employment</i> 	