



WEEKEND ADMINISTRATOR JOB SPECIFICATION

An opportunity has arisen for an administrator role for Saturdays and Sundays, 10am to 4.30pm and is for a fixed term up to and including 21st April 2018.

The Weekend Administrator of CurveMotion will report to the Duty Manager on shift. They will be the first point of contact for customer enquiries over the weekend.

The role will include (but not be limited to) the following:

- Answering phone calls and dealing with customer enquiries
- Taking party bookings over the phone and at the venue
- Taking enquiries for lessons, group bookings, hire etc. and passing them to the appropriate person for action
- Taking credit card payments over the phone
- Monitoring online bookings and reporting them to the Duty Managers
- Pre-printing wristbands for online bookings
- Ensuring paperwork and the office is ready for the weekday administrators
- Other administrative duties as required e.g. filing,

Additional hours during the week may be available but cannot be guaranteed.

The candidate must possess excellent customer service skills both on the phone and face to face, and be able to quickly learn information. They must have basic IT skills with knowledge of using Microsoft Word and Excel.

The person appointed to this role will be enthusiastic, self-motivated, dedicated, well presented and professional at all times. They must display excellent inter-personal and communication skills. The ability to work as part of a team is essential.

The applicant must be an EU citizen or prove eligibility for work in the UK.