



Job title: Customer Service Team Leader (Reception/Retail/Party Hosts)

About us:

Caversham Lakes founded in 2020, is a lake in the heart of the Thames Valley. We offer a wide range of activities from open water swimming, SUP boarding, kayaking, canoeing & aqua park. We also have over 40 acres of parkland for camping and glamping with a private island available for weddings, parties and celebrations.

Caversham Lakes is a fun and safe destination for families & friends and we rely on our teams to provide a fantastic and memorable experience for all our guests.

Main purpose of job:

To provide leadership and direction to the Customer Service Team, this includes Reception, Retail and Party Hosts.

The post holder will be responsible for the day-to-day supervision of all reception and customer service staff and associated functions. They must take ownership of the teams' performance with the focus on providing a quality friendly service, ensuring that the visitor journey and experience is managed efficiently and effectively by the Reception/Retail and Customer Service Team.

The Customer Service Team Leader must be flexible, supportive, friendly, enthusiastic and passionate about service and team management. Promote a harmonious and professional atmosphere in this public facing role.

Department: Customer Service

Main duties

- Induction and training of new staff to agreed standards
- Communicate effectively with team members and customers
- Manage and lead the following teams – Reception, Retail and Party Hosts
- Ensure adequate staffing levels, approve annual and other leave, and organise rotas ensuring all functions are covered as required
- Create weekly work schedules and station rotation schedules for staff and report payroll info
- Support the team with general telephone/email/online enquiries especially during busy periods
- Deal with more complex enquiries from customers including informal complaints relating to reception/customer service functions
- Manage day to day issues that may arise within the team or with individuals
- Be aware of resources and keep within budget guidelines agreed by your line manager
- Be able to make decisions, think and respond quickly to a given situation, taking responsibility through to resolution, discussing and updating your line manager on a regular basis
- Ensure that you and your teams are Security conscious. Ensure that all access policies are adhered too at all times
- Maintain outstanding store condition and visual merchandising standards
- Maintain a fully stocked store
- Recommend and display items that match customer needs
- Manage point-of-sale processes

<ul style="list-style-type: none"> • Actively involved in the receiving of new shipments • Accurately describe product features and benefits • Help other areas of the business where necessary (e.g. ordering of products and ensuring invoices are dealt with accordingly) • Be aware and ensure compliance with all relevant legislation to include health & safety • To continuously review and evaluate the performance of the team • To be involved and carry out the recruitment process • To be involved in the Company Disciplinary and Grievance processes 	
<p>Skills:</p> <p>Essential</p> <ul style="list-style-type: none"> • Excellent communication – written and verbal • Work well under pressure • Good organisation skills 	<p>Desirable</p> <ul style="list-style-type: none"> • Experience in leading/managing a team • IT literate • Educated to A Level or equivalent • Able to speak a second language
<p>Contract Type: Fixed Term – Zero Hour</p>	

Last updated: *May 2021*