

The Core at Corby Cube

Customer Service Assistant

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If you have a passion for customer service, we have opportunities available for you to join our team here at The Core at Corby Cube as a Customer Service Assistant!

Job Description

Department: Customer Service

Job Title: Customer Service Assistant

Responsible to: Customer Experience Manager

Job Purpose:

- To promote, represent and present The Core at Corby Cube Theatre as a welcoming, safe, open and entertaining venue at all times.
- To deliver the highest standards of customer service at all times with a pro-active attitude.

Key Task Areas

1. To be flexible and to undertake all duties as instructed. Duties will include working on the bars in The Core at Corby Cube Theatre; pre

performance, and during intervals. Where appropriate, duties may be allocated within the auditoria.

2. To generate monies for the organisation by up-selling initiatives.
3. To assist with the reconciliation of all monies, re-stocking of bars and confectionary and cleaning of FOH areas as requested.
4. To know responsibilities in the event of an evacuation, and to be aware of, and fully understand all relevant procedures.
5. To assist with the setting up, operating of, and clearing away of additional functions and events.
6. To abide by all Customer Service rules and regulations, as specified in the handbook which includes the policy regarding Uniform, Personal Hygiene and appearance.
7. To attend relevant training courses required by the Customer Experience Manager in order to further self development.
8. To complete any other delegated duty that assists the organisation, in achieving its business objectives.
9. Promote and adhere to the organisation's culture and values.

10. To be aware of, adhere to, and implement any legislative requirements consistent with overall duties of this post, with particular regard to Health and Safety policies and procedures, Data Protection Act 1998, Equal Opportunities and licensing.

11. To carry out any other tasks that will, from time to time be allocated on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post.

Person Specification

Essential Criteria:

Experience:

- Working in a bar, theatre or any other similar customer service environment

Knowledge:

- Health & Safety Procedures

Skills/Abilities:

- Good communication skills
- Good interpersonal skills
- Ability to meet deadlines
- Excellent attention to detail
- Good customer service

Desirable Criteria:

Experience:

- Direct Sales
- Working with EPOS systems

Knowledge:

- Food & Hygiene Certificate

Summary of Terms & Conditions

Job Title: Customer Service Assistant

Contract Type: Fixed-Term Contract – No Guaranteed Hours

Salary: £9.50 per hour paid monthly on 7th of each month

Hours of Work: Casual, working in shifts, must be able to work evenings and weekends.

Work Location: The Core at Corby Cube, Corby Cube Theatre Trust, Corby Cube, George Street, Corby, Northants, NN17 1QG.

Holidays: Holiday year April – March. Holiday entitlement is accrued at the rate of 13.54% of hourly rate for each hour worked. Accrued holiday will be paid each month. This will be displayed on your payslip as 'Holiday Pay'.

Notice Period: 4 weeks (once completed probationary period)

Subject to: Minimum age requirement of 18 years of age, satisfactory references, 3 month probationary period and compliance with Immigration, Asylum and Nationality ACT 2006 and the immigration Act 2016

Pension Scheme: Contributory staff pension, 5% employee and 3% employer. NTT pension scheme is provided by NOW pensions. NTT will contribute after 3 months service

Additional Benefits: Free Employee Assistance Programme run by Health Assured, Complimentary tickets available on selected shows throughout the year and 10% discount at our bars and theatre shop.