



Role Title:	Senior Customer Service & Sales Representative CS3
Reports to:	Directors, Marketing & Communications Director & Site Operations Director.
Date:	Summer 2025
Salary:	£12.21 per hour to £14.60 - Dependent upon skills and experience.
Hours:	Full-time & part time. (Agreed with individuals, to suit their needs.)

The role will be based in Rutland and provide sales and administration support to support both Aqua Park Lakeside and Aqua Park Rutland.

You will complete on job training at Rutland, on 5/6 April 2025, starting work on Saturday 3rd May, supporting the operational teams throughout the summer.

If you want to find out more, there is lots of information, photos, videos and testimonials on our company website.

To apply: <https://www.aquaparkgroup.co.uk/careers/>

Benefits

- Sales Incentive Scheme
- Summer Social events with team members
- Family and Friends sessions on the Aqua Park
- Discounts on Water Sports Clothing
- Employee Reward Scheme with Love2shop Vouchers
- Pension Scheme

Day to Day

- You will be a key holder and have responsibility for opening up and closing the site.
- You are responsible for managing both sales leads and the customer service inbox for the business. We aim to convert 80%, or more, of leads into bookings.
- You are expected to respond to customer emails and sales leads promptly, in line with our customer service standards.
- Ensuring that we have the correct information for future customer bookings.
- Ensuring that payment is received for Group bookings prior, either on receipt of invoice or 1 month before the session date.
- You will ensure that employees have the opportunity to earn incentives under the company's current schemes. You will monitor the performance of the Customer Service and Sales Representatives, coaching and encouraging them to deliver their best performance.

To apply: www.aquaparkgroup.co.uk/careers/



Checking the data on our RotaCloud system, on a daily basis, to enable accurate payroll reports to be run-off at month end. You will check clock-in/clock-out times, start times, break times and finish times.

Ensuring that all accidents and incidents are appropriately recorded in line with the Group's procedures.

Managing admin associated with site closures (processing cancellations, gift cards & refunds)

You will manage our retail stock, including wetsuits, beverages and snacks, complete stock takes and carry out exchanges onsite, or refunds if necessary. Ensuring new stock is ordered on a timely basis.

Being able to undertake refunds on the company system, for retail sales, e.g., wetsuits and changing robes, where the returned items have the tag/labels attached.

Authorising discounts on our till system for customers who have booked wetsuit hire but then wish to purchase a wetsuit, or other retail items one the day.

In times of high customer volume, you will work on a till in reception, handling customer queries, and authorise or refuse, if necessary, park entry in line with the site policy, offering good customer service in line with our safety guidelines.

Undertaking customer safety briefings, to ensure that all customers have seen the safety briefing video before accessing the park.

Acting as a Brand Ambassador and role model to the Customer Service & Sales team at all times.

Maintaining a clean and tidy site, by checking the changing rooms throughout opening hours, ensuring they are kept clean by the customer service team.

Cleaning the office, and assisting with cleaning the changing rooms.

You will be working both indoors and outdoors.

We provide staff uniform and full training.

We would like to hear from you if:

You are an excellent verbal and written communicator, with a high level of attention to detail.

You have some previous sales and administration experience with good organisation skills.

You have previous customer service experience in either retail, leisure or the hospitality industry.

Some financial awareness, or experience in reconciliation.

You are looking for full-time or part-time work through the summer season.

Other Information

You need to have the right to work in the UK.

You will be fully referenced before starting work, so you will need to provide details of two referees.