

## Customer Assistant – Lexus Nottingham Tennis Centre

**Responsible to** Customer Service Manager

**Location** Lexus Nottingham Tennis Centre, University Boulevard, Nottingham, NG7 2QH

**Salary** £26,500 per annum

### About the Role

Our vision is 'Tennis Opened Up', and our mission is to transform communities through tennis, focusing on three areas – making tennis welcoming, enjoyable and inspiring to everyone.

The Customer Assistant will lead the way in delivering world class customer service and a 5\* facility in terms of presentation and welcome, as well as delivering with excellence on all day-to-day functions, events, and setups. To be responsible for running the Front of House operations ensuring the highest level of customer experience.

### Key Accountabilities

- Operate the Front of House function by welcoming customers and visitors, dealing with inquiries, bookings, and membership queries.
- Be the first point of contact for resolving customer complaints, enquiries, and requests.
- Deliver an exceptional customer service by presenting in a warm and friendly manner and aiming to exceed customer expectations.
- Take ownership of problems and difficult situations and resolve these promptly and effectively.
- To sell all site-specific memberships including touring of the facilities to potential members.
- To make calls to potential leads, membership enquiries, and book sales appointments.
- To actively encourage use of the centre's activities and facilities to current and potential customers, communicating new ventures and special offers etc.
- To complete administrative duties with regards to customer records and prospects.
- Ensure security of all monies and banking procedures are completing accurately, ensuring financial regulations are adhered to and any discrepancies are reported.
- To assist in the set up and delivery of events and competitions as required.
- Attend meetings and essential training as directed by the Line Manager.
- Ability to use IT software in the business.
- To take responsibility for your attendance and timekeeping.
- Flexibility to work shifts as part of a rota, inclusive of early mornings, evenings and weekends, across a seven-day operation.

## Person Specification

### Previous Experience of:

Telephone and face-to-face customer service.	<i>Essential</i>
Telephone and face-to-face sales.	<i>Essential</i>
Using a till system and taking card transactions.	<i>Essential</i>
Demonstrable experience within a sports environment incorporating all aspects of customer service.	<i>Desirable</i>

## Personal Attributes (Our Values)

<b><i>Inclusion</i></b>	<ul style="list-style-type: none"> <li>• Create an environment where people feel safe and welcomed,</li> <li>• Value people's differences and believe they make us stronger,</li> <li>• Take the time to learn more about inclusion and remove any current or potential barriers,</li> </ul>
<b><i>Teamwork</i></b>	<ul style="list-style-type: none"> <li>• Able to work on own initiative and appreciate the high level of accountability.</li> <li>• A great leader and motivator of others.</li> <li>• A great communicator both internally &amp; externally.</li> <li>• Always prepared to work collaboratively.</li> </ul>
<b><i>Integrity</i></b>	<ul style="list-style-type: none"> <li>• A high degree of emotional intelligence and self-awareness, with the ability to adapt style to meet the needs of the audience.</li> <li>• Will always suggest improvements to ways of working.</li> <li>• Will be comfortable challenging groups or individuals to ensure high levels of work.</li> <li>• Treats others as you wish to be treated.</li> <li>• Commitment to promoting and upholding the highest standards of safeguarding for children and adults at risk.</li> </ul>
<b><i>Passion</i></b>	<ul style="list-style-type: none"> <li>• A genuine passion for people and good customer service ethic.</li> <li>• Highly proactive with a 'can-do' attitude.</li> <li>• Hard working &amp; driven to succeed and achieve our mission.</li> </ul>
<b><i>Excellence</i></b>	<ul style="list-style-type: none"> <li>• Always aims to achieve the best possible outcome.</li> <li>• Develops plans based on best practise and previous experience.</li> <li>• Seeks support from colleagues to improve outcomes.</li> <li>• Will be happy to take the more challenging route if it results in higher quality outputs.</li> </ul>

## Life at the LTA

The LTA, through its vision 'Tennis Opened Up', is committed to creating an inclusive environment where all colleagues feel included and a strong sense of belonging. We particularly welcome applications from people from ethnically diverse communities, deaf and disabled people, members of the LGBTQ+ community and people with lived experience of the UK's many and varied communities.

Read some of our colleague testimonials below and find out more about our LTA benefits [here](#)

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*“As a new mum, I’ve appreciated the LTA’s newly enhanced benefits, which have supported me during maternity leave and in my return to work. In total, I have been with the LTA for four years and love the diversity of my role.”*

*“Everyone’s respected in terms of the culture, ethnicity, and the background, so you don’t feel unequal in any capacity. I remember how supportive my team had been during Ramadan, being fully understanding of its requirements and flexible with my work schedule.”*

*“As a new starter at the LTA, my experience has been overwhelmingly positive. Being a tennis fan, I was excited to join the organisation, and from day one, I’ve been impressed by everyone’s dedication to our mission of ‘Tennis Opened Up’, as well as promoting diversity, inclusion, and sustainability.”*

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