

# Spring City – Reception Staff

**Job Title: Receptionist**

**Reporting to: Ground Floor Supervisor**

**Job role summary:** You will be the first point of contact for customers visiting Spring City and will need to work with a team of colleagues and supervisor to ensure an enjoyable experience for every customer.

**Main Objective:** To provide a warm welcome and efficient check-in for a fast paced, high volume reception area. Provide outstanding customer service at all times.

**Key responsibilities:**

- Greet every customer in a pleasant tone and welcome them to the park
- Answer telephone enquiries and transfer to relevant departments
- Manage queues to minimise wait times for all customers
- Process online bookings, walk in bookings and assist with the 'Acceptance of Terms' paperwork where required
- Handle payments for socks, padlocks and merchandise and issue wristbands
- Answer customer queries and have excellent park safety/ rule knowledge
- Ensure the entrance, reception desk, toilets and locker areas are clean and tidy at all times.
- Replenish stocks and maintain display areas
- Adhere to the company Health and Safety policy

**Skills, personal attributes and experience:**

- Experience in a similar customer facing role would be desirable but not essential as full training will be given
- Computer literate and excellent communication and admin skills are required
- An outgoing and positive can do attitude who is adaptable to change and works well within a team
- The ability to think quickly, react calmly to situations and show initiative

**Working Hours:**

Flexibility is essential to the role as the park has extended operating hours. Shifts will vary but will include days, nights, weekends and bank holidays.

Part time and full time positions available from 12 – 37.5 hours week.

Please complete the Spring City  
[jobs@springcity.co.uk](mailto:jobs@springcity.co.uk)

application form and return to

