



Customer Service Representative

Ackers Adventure is a Charitable limited company - Charity No 1107240

WHO WE ARE...

Ackers Adventure is a company limited by guarantee with charitable status.

Mission Statement:-

To provide a broad range of outdoor adventurous activities and experiences which inspire, challenge and promote individuals in a safe and enjoyable environment.

Aims:-

To provide a centre of excellence offering a wide range of outdoor adventurous activities in an urban environment for the whole community. To continue to develop and improve existing and new facilities and services.

To provide a safe environment in which to undertake challenging activities which are both educational and recreational.

Background

Ackers is a unique organisation, situated as it is, in the inner city. It has a nationally held reputation for quality provision of an extremely wide range of activities.

“Ackers” is Brummie slang for aqueduct. The 75 acre site which is just two miles from the centre of Birmingham, incorporates an aqueduct carrying the Grand Union Canal over the River Cole and the confluence of the River Cole with the Spark Brook.

The site was once the BSA (Birmingham Small Arms) company's sports and social club and the test-track for its motorcycles. The factory itself was situated on an adjoining site on the opposite side of the canal. During the 2nd World War the company was extremely important, with over 40 satellite factories all over the West Midlands, manufacturing guns such as Bofors and Browning guns, motorcycles, push bikes, small arms and even Daimler cars. The factory was badly bombed during the blitz in 1941. Unfortunately, after 1945 the company went into decline and ceased business during the 1950s. The site became derelict and remained so during the 1960s and early 1970s.

It was during the late 1970s that the site was developed as a centre for outdoor activities. With the assistance of the City Council, and numerous grants from other agencies and charities, the Ackers Trust was formed and a climbing tower and an artificial ski slope were built. Since then Ackers has continued to be developed and now boasts a ski lodge and tobogganing slope, facilities for canoeing, kayaking and bell boating, a residential centre, a climbing wall, two archery Ranges, a headquarters building incorporating a large hall with offices and meeting rooms, a 20 metre high tower with climbing walls, zip wires and a fan descender. The Ackers Adventure Company has a board of directors, all who give their time voluntarily, with experience in the areas of education, recreation, management, outdoor activities and banking. Meetings are held monthly and are well attended. Ackers has an excellent reputation for offering sporting activities which are challenging but has high standards of health and safety.

The staff and the board of directors are extremely proud of the Ackers and its achievements since its inception over thirty years ago.

Present Services

Ackers Adventure provides a wide range of adventurous outdoor activities. Currently the site's facilities include:-

The ARC, a 26 bed residential centre; a ski and activity base with adjoining 100 metre dry ski slope with dedicated snowboard and toboggan slopes and the ABC, an educational /administration base that can accommodate large or smaller groups for meetings, courses and social events.

Ackers Adventure focus is the array of outdoor activities on offer which fall into three categories:-

The Water sports section, which is based on the canal includes canoeing, kayaking, bellboating and raft building activities.

The land based activities have three purpose built climbing structures with an assortment of climbing challenges including the tower, a 22metre structure that incorporates two zip wires in excess of 100 metres and the fan descender, a 20 metre freefall adrenaline challenge. In addition to this there is a bouldering wall and an abseil platform.

The Snowsports activities that include skiing, snowboarding and tobogganing.

Other team building and challenge activities on offer are Archery, Team building, Orienteering, Bushcraft, and other Urban challenges to test the skills of those who take part.

Residential experiences are available using the 26 bed Residential centre (the ARC).

All ages use Ackers, individuals and groups. Main users include:-Schools including academies and free schools, colleges and universities: community and youth groups; and social services.

The Job

Customer Services Representative

JOB PURPOSE

To be responsible for all aspects and administration of the booking process

To act as Receptionist.

To manage refreshment facilities

To Promote Ackers Adventure

Duties

Booking Process

To record and follow up all enquiries for a range of bookings.

To confirm bookings ensuring that customers have all the information they need for their visit and that appropriate guidelines have been sent out.

To ensure that all payments are received and recorded, raising invoices where necessary.

To appropriately staff all activity sessions.

To maintain all systems used in the booking process

Receptionist

To receive, check in and direct customers and to encourage return visits.
To handle telephone calls, emails and post promptly including taking and relaying accurate messages and following up any action required.

To operate computerised systems.

To act as a cashier, operate a till and prepare a cash balance sheet at the end of each shift of duty

To be responsible for the security of the keys to the safe, till, vending stock and telephones preventing unauthorised access.

To undertake sales and marketing tasks where appropriate.

To monitor stocks of stationery, leaflets, literature and sundry items such as activity tickets, till & visa rolls etc and to make arrangements for them to be reordered as necessary. To ensure the leaflet holders in the public areas are kept replenished.

To induct and train new part time reception staff and to occasionally initiate group training.

To maintain accurate and up to date records.

Vending

To maintain stock levels for all Sales items.

To serve customers Drinks and snacks where appropriate.

To maintain the operation of the vending machines

To make contact with machine engineers as necessary.

Other duties

To work, sometimes at short notice, to cover for other receptionists for sick leave, holidays etc. This will include occasional evenings, weekends Concessionary, Public and Bank Holidays.

To attend meetings and participate in staff training as required.

To carry out duties which may arise from time to time and which fall within the overall scope of the post.

Person specification.

Essential experience

- Experience in a customer service or customer facing role
- Excellent communication skills
- Experience of working to and meeting deadlines
- Ability to prioritise and manage own workload
- Adaptable to changing circumstances
- Ability to multitask
- Experience with Computer systems ie Email, Booking systems.
- Positive and flexible outlook

Desirable

- Significant knowledge or experience of outdoor education
- Knowledge of Uk School curriculum
- Experience with computer databases
- Experience of Telesales

Essential Details:

Hourly rate: £11.54

Working Hours: 35 hours a week – Monday - Friday

Closing date for applications 21/10/2024

HOW TO APPLY...

If you would like to apply or require more information please email Steve Jewell steve.jewell@ackers-adventure.co.uk with a copy of your CV and a covering letter.





bookings@ackers-adventure.co.uk



ackers-adventure.co.uk



Ackers Adventure is a Charitable limited company - Charity No 1107240