

# South Downs Leisure

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## IDENTIFICATION OF JOB

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<b>JOB TITLE</b>	-	Membership Advisor
<b>TEAM</b>	-	Fit4 Membership
<b>WORKING BASE</b>	-	Across our sites
<b>RESPONSIBLE TO</b>	-	Sales Manager

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## OVERALL PURPOSE OF JOB

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To sell and promote the 'Fit4' package and deliver a customer focused service and aid retention.

To include off site / outreach promotions to increase and maintain both membership and corporate memberships.

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## MAIN RESPONSIBILITIES

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### Organisational duties

A friendly disposition and the ability to ensure that a high level of customer service is maintained.

Ability (with training) to cross-sell South Downs Leisure services.

To promote the service and South Downs Leisure positively at all times.

### Job Specific duties

Promote the Fit4 package to increase overall membership

Promote the Fit4 membership package to increase corporate memberships

To respond to queries regarding memberships (internal and external)

To adhere to training guidelines, maintaining computerised customer records including renewals, cancellations and debtors.

To provide information to Worthing Leisure Centre and Splashpoint Leisure Centre reception staff and Fitness Advisors as appropriate.

To drive memberships through special open days and promotions and to be available for shifts on 75% of all open days.

Aid retention to keep attrition below 5%.

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## **Customer Service**

Respond to customer enquiries via email/face to face.

Ensure that a high level of customer service is maintained by being helpful, courteous and knowledgeable about products available across South Downs Leisure sites

Provide a welcoming and efficient customer service

Seek to build customer loyalty with regular visitors

## **General**

Provide a high quality service throughout all areas of work (including seeking areas of continuous improvement and development)

To undertake other duties appropriate to the post that may be requested from time to time by the Line Management and in line with the trust policies.

Adhere to and keep up to date with all job related Health & Safety legislation and requirements.

## **Training**

SDL will provide all in-house mandatory training.

## **Other**

Work will be on a rota basis which requires flexibility to help cover extra shifts as required during periods of leave and sickness.

