



Job Title: Customer Service Executive

Location: Oakwood Theme Park

Contract Type: Full time permanent position

Salary: £19000 per annum

Job Description

This is an exciting opportunity for an experienced Customer Service Executive to join the park management team at Oakwood Theme Park - Wales' Biggest Family Adventure located in Pembrokeshire, West Wales. With over 35 rides and attractions spread over 90 acres of spectacular countryside, we have something to offer the whole family.

This is a full time position where the hours of work are predominately day based, with some evening work required to cater for our late night openings. Regular weekend, school holiday and bank holiday working are a requirement of the job.

Your primary responsibility will be to take ownership of customer service matters and proactively seek resolutions to guest concerns. Additionally you will manage staff in customer facing roles such as reception & first aid.

Duties/ Responsibilities

Reporting to the Deputy General Manager, you will play a lead role in developing and implementing a guest care action plan to be rolled out across all departments.

Primary responsibilities would include;

- Managing customer contact points of Reception, First Aid and customer service staff
- To take lead in managing customer concerns on park, diffusing any situations involving dissatisfied customers
- To attend incidents on park and manage customer reactions
- To be responsible for post visit communications
- To be responsible for general office management
- To be face of Oakwood in the local community and represent the park in a positive light
- To lead the schools sales and booking process
- To promote the uptake of Annual Pass/Season Pass
- To be an integral member of the winter works team assisting the ride maintenance, facilities upkeep and groundworks under guidance and supervision of respective department managers.

Key Skills

- Previous face to face customer services experience
- Excellent mediation skills, having the ability to really listen to our guests whilst staying calm under pressure
- Excellent problem solving skills and sound judgement
- Excellent written, verbal communication and conversational skills
- Proficient in MS office
- Passionate about ensuring that the customer journey is delivered right the first time
- Flexible in order to cope with the varied demands of the work and the constant need for innovation
- Approachable, friendly and friendly with a positive outlook.
- Ability to remain calm under pressure and make informed decisions

Why work for us

Aspro Parks is a multinational company which operates more than 60 leisure attractions in Europe. Here in the UK Aspro owns Blue Planet Aquarium, Deep Sea World, Bristol Aquarium, Blue Reef Aquarium Newquay, Blue Reef Aquarium Hastings, Blue Reef Aquarium Portsmouth, Tynemouth Aquarium, Hastings Castle, Smugglers Adventure and Oakwood Theme Park.

Our business depends on our visitors enjoying their experience, whether that's leaving our aquariums inspired to caring more about the environment, to thrill seekers riding Drenched, one of the tallest, steepest and wettest water rides in Europe! It takes a very diverse and richly talented team to keep the show on the road and we work hard in getting these individuals on board!

Here at Aspro, we make sure our employees are well taken care of. We recognise that their hard work and dedication are the driving force behind our success. Our work environment is built on mutual respect and professionalism. We have a team of highly knowledgeable individuals with the experience and technical expertise to ensure we are the best at what we do!

We're looking for individuals who want to join the Aspro team and live our values of:

- Customer Service
- Honesty
- Respect
- Focus on Results
- Teamwork
- Personal development

We are also here to sell fun and this is what makes us so unique. Each day we look at working in a fun and friendly environment. So, if you have a passion to work in the leisure industry, can offer outstanding customer service to all our visitors and you aren't afraid of hard work, then we may just have the job for you!

How to Apply

If interested, please apply using your CV & covering letter via our indeed page <https://www.indeedjobs.com/aspro->

uk/_hl/en_GB?cpref=JXWAtnzf3XW5aRnY2g_zom2bgyBz8ZTNtzUk-5Jfp-g . Your cover letter should highlight why you would be able to fulfil this key role within the organisation and clearly demonstrate how you meet our requirements.

We do recognize the time and effort it takes to apply for a position, however as an employer of choice we receive a high volume of applications and in the interests of economy, Aspro UK does not notify candidates who have been unsuccessful in their application; consequently if you have not heard from us within 4 weeks of the closing date, please assume that you have not been successful on this occasion.

Equal Opportunities

Aspro UK are an equal opportunity employer. All applicants will be considered for employment without attention to race, colour, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.