

JOB DESCRIPTION – Guest Service Administrator

If this sounds like the perfect role for you submit your CV
and Covering Letter to
recruitment@continuumattractions.com

PURPOSE OF THE JOB

Ensure that all guests and potential guests to the attraction receive the highest level of guest service at all times. Reporting into the Sales & Relationship Manager and accountable for responding and actioning all telephone, email and social media enquiries for the Coronation Street Experience and Emmerdale Village Tour.

KEY ACCOUNTABILITIES

- Observe and report immediately any incidents, which may affect the health and safety of other team or guests of the attraction.
- Contribute to the commercial success of the attraction by promoting the attraction to prospective guests.
- Deal with all guest enquiries in a consistent and timely manner to maintain guest service levels and enhance the guest experience.
- Adhere to all ITV brand guidelines
- Manage large amounts of incoming phone calls and emails.
- Process guest bookings through the attractions booking system.
- Enhance the guest experience by communicating with guests both pre and post visit.
- Provide administrative support to the ITV Projects management teams as required.
- Use the company's software platform to book in guests as and when required.
- Send out mailshots to guests who have signed up to our database.
- Review TripAdvisor, Social Media and Google Reviews and collate into a report.
- Review frequently asked questions to ensure common themes are addressed and make suggestions for improvements when gaps are identified.

- Handle guest complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Identify and assess guests' needs to achieve satisfaction.
- Provide accurate, valid and complete information by using the right methods/tools.
- Follow communication procedures, guidelines and policies
- Attend all training sessions and team meetings as required.
- Work towards OKR's and personal development blueprint.
- Ensure that all policies and procedures are adhered to
- Identify any suggestions for improvement to enhance the guest experience within the attraction.

REQUIREMENTS AND SKILLS

- Proven customer support experience using CRM systems.
- Strong phone contact handling skills and active listening.
- Ability to multi-task, prioritise, and manage time effectively.
- Excellent communication skills.
- Customer orientation and ability to adapt/respond to different types of characters.
- Ability to work under pressure and tight deadlines.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role