



Receptionist (Booking Assistant)

About Jump 360:

Jump 360 is the North East's Premier provider of Indoor Trampoline Parks. We take unused warehouses and transform them into exciting and exhilarating leisure centres for all the family. With giant foam pits, dodgeball courts, basketball slam-dunk lanes and giant trampoline air bags...there's something for everyone at Jump 360!

Here at Jump 360 we aim to give our customers the best possible experience, through unparalleled facilities and amazing customer service. We are currently opening sites across the North East of England and plan to provide the ultimate indoor trampoline park experience.

Job Description:

The reception is the hub of our business and we need friendly and confident individuals capable of running the day-to-day business and dealing with the general public. Reception is the first point of contact for our customers, so it is vital we deliver a friendly efficient customer service and create a warm welcoming atmosphere to all our customers before they start jumping!

Tasks:

Your responsibilities will include:

- Greeting and welcoming all customers
- Making sure our customers are happy with our services and answering any queries customers may have
- Using our tills to check people in as well as helping customers to complete the online waiver process
- Controlling our wrist band admission system
- Making Announcements on our tannoy system
- Making bookings (and taking payment) for Birthday Parties
- Answering / transferring calls to appropriate people around the business
- Ensuring the reception area is kept clean and tidy

Skills Needed:

- Good Communication and interpersonal skills at all levels
- Able to provide exceptional customer service
- Cash handling and basic I.T / till knowledge
- Professionalism and resilience
- Cleaning and administration knowledge
- Time Management

Experience:

Work experience in reception or administration where customer service skills have been gained would be advantageous. Any experience in dealing with customers face to face would also be useful.