



New Job Opportunity!

Job Title	Receptionist
Location	2 Berwick Road, The Havens, Ransomes Europark, Ipswich IP3 9ST
Pay	Above minimum wage

Clip 'n Climb, Ipswich, are looking to expand their fantastic team with two new receptionists to support during weekends and school holiday periods – these people will be responsible for greeting and checking in customers, responding to customer service enquiries via email, telephone and online chats, and working with the climbing arena team to support the overall operations of the business.

The management team are looking to meet with highly motivated, energetic, proactive people with similar core values to the business, and who will help take their already excellent customer service to the next level. All applicants must be 16 years + and have the willingness to receive all the necessary training and coaching required for the role.

You will report into the General Manager on shift, and your roles and responsibilities will include:

- Greeting and engaging with all customers and visitors at reception whilst communicating all necessary information in a clear and friendly manner
- Working closely with the climbing arena team to create a fun atmosphere and ensure all climbing sessions run on time
- Proactively dealing with any customer services issues arising and confidently responding to phone calls, voicemails, emails, or online live chats
- Remaining vigilant and enforcing all centre rules and processes to help enhance the customer experience
- Maintaining a clean and tidy reception, and supporting with any additional duties required by the general manager on shift

It is desirable for applicants to have some receptionist experience in either the *leisure, hospitality, sport, coaching or education sector*, but this is not essential. All prospective candidates should enjoy working as part of a team, and have an interest to work with staff and customers of all ages.

Weekly working hours will be agreed with the general manager, and will include working mainly at weekends and school holidays, with some weekday shifts.

If you would like to be part of a great team where the work is genuinely rewarding and you are appreciated and looked after, please apply by emailing georgie@clipnclimbipswich.com including your CV and describing why you would like to join the Clip 'n Climb Ipswich team!