



Job Title:	Customer Service Advisors x 2
Hours of Work:	3.00pm – 9.00pm Hours will be worked on a rotational 3 days on 4 days off, 4 days on 3 days off basis inclusive of weekends.
Contract Type:	Casual Fixed-Term from 25 September 2017 to 29 October 2017
Location of Work:	Customer Service Kiosk based in Fishers Hotel, Pitlochry
Hourly Rate:	£8.50 per hour
Closing Date:	Friday 25 August 2017
Interview Date and Location:	Monday 4 September 2017 in Pitlochry

We are looking to recruit 2 Customer Service Advisors to join our Enchanted Forest team. This is a customer facing role and you must have a passion for providing outstanding customer service and have excellent interpersonal, communication and problem-solving skills to allow you to deal effectively with customer enquiries, ticketing queries and occasionally complaints.

This role will also require you to issue tickets in conjunction with our ticket sales distributor, SEE Tickets, and therefore you will have a sound working knowledge of App based technology and feel comfortable using an iPad mini, laptop and printer.

You **must** be available to attend **both** of our scheduled training nights on the following dates and times:

- Monday 25 September 7pm to 9pm in Fishers Hotel, Pitlochry
- Tuesday 26 September 6.30pm to 9.30pm onsite in Faskally Woods

If this sounds like you and you possess the energy and drive to be part of our successful customer services team then we are keen to hear from you. A copy of the full job description for this role and an application pack is available on request by emailing efctrecruit@gmail.com or can be downloaded from our website www.enchantedforest.org.uk