

COLCHESTER ZOO

Colchester Zoo is East Anglia's premier and award-winning visitor attraction with over 2 million guest visits each year and it works well because we all work well together to make it happen.

We have over 180 species of animals and support conservation around the globe and our mission is to provide guests with a first-class experience for all visitors and at the same time further understanding and respect for animals. Through visitors' funds, Colchester Zoo undertakes breeding programmes for endangered species and funds in situ projects in the wild.

JOB TITLE: **Guest Services / Admin Assistant**

We are looking for a person to fill an exciting opportunity that has arisen in our Guest Services Team.

Working alongside a team of colleagues, the applicant will provide a first point of contact for guests visiting our award-winning zoo, East Anglia's premier tourist attraction.

As part of our organization's mission statement, we aim to provide guests with a first-rate customer experience and the successful applicant will make a significant contribution to this by providing excellent customer service when assisting guests with day-to-day enquiries and resolving issues, along with selling annual membership passes and booking other experiences and events provided at our zoo.

If you are:

- passionate about the customer experience
- well organised in an administrative role
- able to thrive in a busy working environment
- able to manage competing priorities
- calm and polite when dealing with guest enquiries

then we would love to hear from you!

KEY

RESPONSIBILITIES:

- Providing excellent customer service
- Managing customer enquiries and expectations
- Resolving customer complaints
- Dealing with customers face-to-face
- Responding to telephone and email enquiries
- Escalating enquiries to management or other departments
- Selling and explaining the benefits of annual membership passes
- Explaining the benefits of annual membership in respect of other zoo experiences
- Processing animal adoptions
- Taking bookings for birthday parties and other animal experiences
- Using computer skills to enter admission and experience bookings
- Liaising with other customer facing departments across the zoo
- General office administration duties

SKILLS AND QUALIFICATIONS:

- Excellent interpersonal and active listening skills
- Clear communication skills with good command of the English language
- Ability to work collaboratively within a team
- Being able to multi-task whilst not compromising excellent organisation
- Maintain attention to detail
- To work calmly and effectively in a high pressure environment
- An understanding of customer relationship management and systems

EXPERIENCE:

You should be experienced in Customer Service, with a strong background of previous customer service roles where responding to customers in a well organised, professional environment and following service guidelines and policies has been a key part of past roles.

WORKING HOURS:

The position is permanent and would be full or part time hours, but will include working weekend days and bank holidays on a rota basis together with school holidays.

HOW TO APPLY

If you are interested in applying, please complete the [Colchester Zoo Employment application form](#). Please ensure all sections of the application form are completed, do not enter 'Refer to CV'.

Send you CV and completed Employment Application Form to hr@colchesterzoo.org specifying whether you would be interested in a full time or part time position.

Closing date is **11th February 2022** with interviews taking place **19th and 20th February 2022**.

Please be aware that we will only process applications that include a completed application form and CV. We do have a lot of interest in our vacancies, if you have not heard from us after four weeks of submitting your application you should assume you have not been successful on the occasion.

**SECTION FOUR – Continuous Professional Development, other training, current study
(type in information)**

Qualification (Inc. grade)	School / University / Institution	Date Achieved

**SECTION FIVE – Membership of Professional Body, include any offices held
(type in information)**

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SECTION SIX – CURRENT / MOST RECENT EMPLOYMENT (type in information)

Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

SECTION SEVEN – PREVIOUS EMPLOYMENT: (type in information)			
Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

PREVIOUS EMPLOYMENT CONTINUED... (type in information)			
Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

PREVIOUS EMPLOYMENT CONTINUED... (type in information)				
Job Title	Employer	Start Date	Leave Date	Reason for leaving

GAPS IN EMPLOYMENT – please specify reasons and dates for any gaps in employment (type in information)

SUPPORTING INFORMATION - Please provide any information in support of your application. This should provide us with evidence of the skills, knowledge, personal attributes, competence and experience to carry out with the role for which you are applying (type in information)

REFERENCES – Please give the details of two referees, one should be your current or most recent employer (i.e. you line manager or Head of Department) References from family or friends are not accepted if you have an employment history (type in information)

Title:		First Name:	
Can the reference be contacted?		Surname:	
Job Title:			
Address:			
Email:		Telephone:	
Relationship:			

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Can the reference be contacted?		Surname:	
Job Title:			
Address:			
Email:		Telephone:	
Relationship:			

DISABILITY – Do you require any special arrangements to be made to participate in the selection process on account of a disability? If yes, please give brief details (type in information)

CONVICTIONS – Have you ever been convicted of a criminal offence i.e. cautions, reprimands or warnings? If yes, please give details of any unspent convictions.

DECLARATION: Please read carefully before signing this application

I confirm that the above information is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment contract offered. I agree that the organisation reserves the right to require me to undergo a medical examination. (Should we require further information and wish to contact your doctor with a view to obtaining a medical report, the law requires us to inform you of our intention and obtain your permission prior to contacting your doctor). I agree that this information will be retained in my personnel file during my employment and for up to six years thereafter and understand that information will be processed in accordance with the Data Protection Act. I agree that should I be successful with this application, I will, if required apply to the Criminal Records Bureau/Scottish Criminal Records Office for a basic disclosure. I understand that should I fail to do so, or should the disclosure not be to the satisfaction of the company, any offer of employment may be withdrawn or my employment terminated.

Signed:

Date: