

WE ARE HIRING

MEMBERSHIP AND SWIM SALES CONSULTANT

PERSONAL SPECIFICATION:

ESSENTIAL:

- 1 years' experience working in a customer service environment
- Experience in working towards and achieving targets
- Outstanding Customer Service Skills.
- Outstanding Communication Skills

DESIRABLE:

- Customer Service Level 2 (or equivalent)
- Experience in computer software including Gladstone and Go Learn
- Understanding of Swim England guidelines for lessons
- Flexibility
- Good understanding of Microsoft functions including word and excel

OVERVIEW:

Ensure the delivery of a high-quality customer experience by providing efficient, helpful, and friendly service, while identifying opportunities to sell fitness memberships and swimming lessons

JOB INFORMATION:

- Promote swimming lessons benefits and support customers with enquiries. Support with home portal registration.
- Follow Swim England guidance to accurately place children and adults in the correct stage of requirement for swimming lessons
- Effectively communicate with other team members
- Hit targets every month and maintain company KPI's
- Enjoy a sales environment and work SMART to ensure success
- Meet and greet customers including showround's of facilities
- Be comfortable communicating on the phone proactively
- Take part in expo's and trade shows if they fall within normal working hours
- Think outside of the box to generate new leads
- Support the membership journey, ensuring all new members have the best start to maintaining or becoming ACTIVE
- Answering internal and external enquiries effectively including emails, messengers and face to face.

OTHER

- Start shifts on time
- Wear uniform as per the company standard
- Take appropriate action when identifying faults and hazards following all H&S Procedures
- Ensure that membership, and associated offices and storage area are kept clean, free from clutter and in line with brand presentation
- Ensure all customer information is readily available
- Undertake duties as per the standard operating procedures laid out in EQMS
- Enforce Normal Operating Procedures at all times
- Ensure all energy reduction actions are undertaken on a daily basis throughout your shift
- Follow Emergency Action Plan procedures at site

CONTINUED....

- Lead by example in fostering a warm, inclusive and supportive team culture — encouraging respect, open communication, shared values and continuous learning to create a workplace where everyone feels valued and empowered.
- Any other reasonable request by the company

SALARY AND WORKING HOURS:

- Salary:
 - National Minimum Wage + Commission
- Hours:
 - 15 with three options for days of week:
 - Thursday & Saturday
 - Friday & Saturday
 - Saturday & Sunday

CLOSING DATE: 6TH NOV 2025

SEND YOUR CV AND LETTER OF INTEREST

TO:

ian.green@plymouthactive.co.uk