

Job Description

Customer Management - One-off Bookings

Purpose Of The Work

The purpose of the work is to increase the use of the village hall by individuals and organisations through the effective management of the Charity's customers and their needs.

Tasks

The tasks are:

- build a good relationship between the Charity and its customers
- manage one-off booking requests
- meet customers and ensure the village hall is prepared for each booking
- record and analyse relevant data

Commitment

an average of 2.1 hours a week

Relevant Skills And Experience

Essential

live within reasonable driving distance of the village hall (customers must be met at the village hall twice a week, on average, in the year)

reasonable word processing and spreadsheet skills

working with others

Useful

live within easy distance of the village hall

experience of customer management in a service environment

For further information call 07747 860 592 or email contact@wasahall.co.uk