

CONTACT CENTRE ADVISOR

ABOUT US

Do you want to work in the biggest indoor city in London? Designed to empower and entertain kids, KidZania gives children the chance to challenge themselves and explore the world of opportunities. If your child has ever dreamt of becoming a pilot, a firefighter or the next award-winning dancer, watch their excitement as they try out real life activities! The concept effectively gives kids their first taste of independence and gets them thinking what they might want to be in the future. KidZania London offers 4-14-year olds exciting real life activities and has welcomed over 1.4 million children since opening in June 2015; Spanning over 75,000sq of Westfield London, Shepherd's Bush!

THE ROLE

Our Contact Centre Advisors are the first line of contact for KidZania's current and potential customers, including schools and youth groups. In this role you will effectively handle customer issues and enquiries on the phone. You will make sure that customer satisfaction is at the core of every decision. Our Contact Centre Advisors handle calls, ensure all reservations are taken efficiently and accurately, deliver on agreed KPI's and liaise with the operational team. This position will include exposure to sales and marketing activity around developing Trade visitation and supporting Schools and Groups bookings. We are recruiting for a full-time position (130 hours per month) on a permanent contract.

ABOUT YOU

We are looking for an individual who is:

- Hardworking and have a can-do attitude
- Able to work in a fast environment
- Patient and the ability to remain calm in stressful situations
- Able to show initiative and work on their own
- Good listening skills, understanding our guest's requirements
- Confident in speaking with our visitors on the telephone and via email
- Be able to problem solve
- Have excellent verbal communication skills and use of English language
- Have a flair for sales and able to confidently offer additional products and services
- Attention to detail, along with being computer confident.

Previous experience in a similar role would be desirable for this position, however we look for candidates with a can do attitude.

RATES OF PAY & BENEFITS

We are recruiting for a full-time position on a permanent contract, any 5 out of 7 days.

The rates of pay for these positions are:

- £10/hour if 23 or over
- £9.50/hour if between 21 – 22
- £8.72/hour if under 21

We also offer the following fantastic benefits:

- Free and Discounted KidZania Tickets
- Various Westfield Discounts
- 25% Discount in our retail shop and KidZania Birthday Parties
- 40% off on-site food & beverage outlets
- Convenient on-site parking
- Development opportunities
- Various training courses

APPLY TODAY!

If you believe you are our ideal candidate and excited about the prospect of joining our amazing team then apply today.

For any questions regarding the vacancy, please do not hesitate to contact the Human Resources Team at careers@kidzania.co.uk.

THINGS TO NOTE:

Recruitment Agencies: We are not currently working with any recruitment agencies. As such, we do not accept any speculative CV's and/or Candidate Profiles and are, therefore, unable to consider these.

Location: We are based in Westfield London, Shepherds Bush W12

Right to work: You must personally hold the right to work in the UK – We are unable to support with Visa applications at this time.