



## **CUSTOMER SERVICE OPERATIVES - COMMERCIAL OPERATIONS JOB DESCRIPTION**

### **Reports to**

Commercial Operations Manager and Duty Manager - Commercial Operations

### **Working pattern**

Flexible working including weekends, Bank Holidays and Events on a rota basis.

### **Main objective**

To ensure the safe and effective operations and high levels of customer satisfaction of all commercial activities at Folkestone Harbour & Seafront.

### **Main duties**

1. Provide exceptionally high levels of customer service enhancing the overall customer experience.
2. Effectively handle all customer feedback and proactively and professionally communicate to customers.
3. Patrol sites areas as directed and ensure that these areas are clean, tidy, well presented and safe for visitors.
4. A willingness to confidently learn and understand all elements of our activity, traders and knowledge of the site for the benefit of your role and to be prepared to answer questions from the public and traders.
5. Continually carry out cleaning duties which include wiping down tables, litter picking and sweeping floors.
6. Be part of the Events Team ensuring the successful delivery of the event including setup, hosting and clear-down.
7. Assist with ensuring all commercial operations and commercial equipment for the site is opened and shutdown successfully each day.
8. Report any customer behaviour that is not appropriate to management, Harbour Operatives or security.
9. Be familiar with the requirements of the Trader Charter and report any circumstances that do not meet the set standards to management.

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10. Report to management or Harbour Operatives if weather is creating dangerous conditions.
11. As directed create improvements to commercial operations and the customer experience.
12. Ensure all areas of Folkestone Harbour and Seafront are presented to the highest possible standards.
13. Stay aware of the safety and security of the site, using personal walk-about and visual inspections.
14. Comply with all health & safety policies and procedures, both on a routine basis and in the case of any emergency.
15. Undertake work-related training and maintain qualifications as directed.
16. Attend meetings as required.
17. Complete any other task reasonably associated with the role as requested by Management.

The description above is intended to describe the general nature and level of work being performed by the job holder. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

We reserve the right to change, modify or cancel any of the above or items in line with business needs.

Signed: .....

Print Name: .....

Date: .....

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principal place of business Strand House, Pilgrims Way, Monks Horton, Ashford, Kent TN 25 6DR  
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