



Customer Service Agent

About Gravity Force

Gravity Force opened its doors in June 2014 as one of the UK's first fully featured trampoline parks transforming what was once an industrial warehouse into a trampoline filled play area for participants of all ages.

The idea is simple. Bring people together, get active, get fit and have a ton of fun while doing so. Whether you're flying across main court, diving into our giant foam pit, playing an intense game of dodgeball warfare, breaking new ground in one of our fitness classes or competing with your friends to see who can land the smoothest dunk – Gravity Force can be enjoyed by everyone.

What's life like at Gravity Force

We are creating a business that we can be proud of. Right now, we're spreading across the country and are looking for talented, confident and ambitious people to help us grow.

No beating around the bush, our Customer Service Champions need to know Gravity Force inside out. You'll need to be a real people person who enjoys talking on the phone and helping customers on the first step of their Gravity Force journey

What the job involves

- Providing top quality service to all our Gravity Force customers. You'll be serious about making our customers' experience the best it can be, helping them with answers to queries, questions or complaints
- Being the font of all knowledge on the sessions and products we offer. Be able to talk about them in your sleep knowing what they are, why they're great, when they run and how much they cost
- Being a real team player treating the people you work with like the big Gravity Force Family we are
- We need you to love talking on the phone. On top of that, we need you to always be professional, courteous and helpful. And if we're being picky, we'd want you to love the challenge of problem solving
- Computers are your friend. You don't need to be Bill Gates but knowing your mouse from your keyboard would really help
- Adopting a can-do attitude. Gravity Force has only been around a year or so but we've made huge strides in a short time. Part of the reason is that we see no task as unachievable...and we'd really like you to do the same

Experience

It's about quality not quantity. The length of your CV alone won't get you in the door but if you have experience in dealing with customers on the phone and want to be part of a fast growing business, let us know!

What we offer in return

- Up to £7.00/hour dependent on age and experience
- A guarantee of at least 37.5 hours/week, with the opportunity to take on more
- The chance to progress in a fast growing business and industry that's really going places
- Free jumping for you and a named friend

I'm excited...where do I apply?

Visit [www. where](http://www.where) you can tell us a bit about yourself and see exactly which contracts are available