

**GOODWOOD**

The **Customer Service Executive** will be part ofthe **Ticket Office** and report to the **Customer Service & Fulfilment Manager**

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

Working within the **Ticket Office** you will deal directly with customers responding appropriately to queries and issues through email and occasionally by telephone. You will perform a variety of administrative tasks that supports both the sales and operational responsibilities of the team leading up to and during event. You will have excellent customer service skills, strong organisational and administrative skills.

**Key responsibilities**

* Provide support & answer emails coming into the Ticket Office in-box answering customer queries in a timely manner whilst identifying email drivers and proactively directing the customer to on-line advice
* Provide advice to customers in relation to digital ticketing and Goodwood Ticket App
* Ensure first time resolution of customer queries are delivered with the highest standard of customer service
* Liaising with colleagues in the Ticket Office ensure that customer queries are actioned effectively, within appropriate response times and to the highest customer experience standards
* When necessary; telephone customers to resolve queries particularly when dealing with a difficult issue or customer complaint. These calls will be engaging and professional and if necessary, you will refer to the Customer Service & Fulfilment Managerfor resolution advice
* Using available IT systems; book tickets, process refunds
* Identify sales opportunities and pass to appropriate Sales Execs and Managers
* Create charity vouchers & support the sales team to book charity tickets when winners make contact
* Escalate 365 complaints promptly
* Log in Wrike post event complaints, send holding response and flag up any complaints requiring immediate attention
* Support colleagues around the Estate providing ticketing product and process advice & administrative support as necessary
* Support Lost Property process
* Work flexibly on motorsport events - undertaking allocated tasks
* Work flexibly on horseracing events - undertaking allocated tasks

**Ad hoc duties as directed**

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and seek advice when necessary
* Excellent communicator
* Is always helpful
* A sense of fun!

**What do you need to be successful?**

* Experience of working in a customer service environment
* Excellent written & verbal skills
* Evidenced customer service skills demonstrating effective decision making & professionalism
* Proficient IT skills using Outlook, Word and Excel
* Enjoys working in a busy and fast-paced environment
* Able to work at pace
* Flexible approach to working hours, especially over events
* Motivated to deliver exacting standards