

**GOODWOOD**

**The Role**

The **Customer Service Team Manager** will be part of the Hospitality and Ticket Office team; reporting to the Customer Services and Fulfilment Manager.

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| **About Us** |

Goodwood is a quintessentially English estate, set in 12,000 acres of rolling West Sussex countryside. Rooted in our heritage, we deliver extraordinary and engaging experiences in modern and authentic ways. But what really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes Goodwood the unique place it is.

**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 Goodwood to be **‘the home of exceptional experiences’**.

**Our Values**

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

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| Always inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

Responsible for the timely and efficient delivery of all customer service and administration duties that underpin the sale of tickets to our customers; ensuring excellent customer service. In addition, this role carries responsibility for complaint handling and banking reconciliation for ticket & hospitality sales and Racecourse on the day sales.

**Key responsibilities**

* Support the management of the Ticket Office inbox ensuring Service Level Agreements (SLAs) are met, customer communication is delivered exceptionally and email traffic is driven to website FAQs
* Ensure email data is collected and recorded accurately and provide MI about email drivers; identifying issues of concern and recommending solutions
* Work closely with Ticket Office Sales Manager to ensure consistency across all customer service type decisions; communicating clearly all decisions & processes
* Cash-up & reconcile Event Sales, Hospitality & website bookings in Talent; daily
* Support colleagues in Finance; resolving any cash-up issues
* Respond quickly to chargebacks received; identifying mitigating action & escalating as necessary. Keep clear records for Ticket office Control to use on-event
* Arrange payment of invoices; updating and reconciling the Ticket Office P&L
* Support the post event complaints process; ensuring customer communications are timely responded to and in keeping with the expected Goodwood style and manner
* On Event; support Ticket Office Control and any other duties that may be assigned during the Event
* Throughout; deliver exceptional customer experience in the most cost-effective way
* Supporting Ticket Office Control; overseeing on the day sale banking reconciliation for the Racecourse
* Oversee the processes related to Charity requests, Local Residents & Staff Memberships

**Qualities you will possess**

* Excellent communicator
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Ability to be flexible and respond proactively to business challenges
* Take responsibility for yourself
* Passion for what you do
* Positive and friendly with a “can do attitude”
* A sense of fun!

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

* Experience of working in a customer led administrative role
* Strong communication & listening skills; enabling you to support and work collaboratively with the wider team
* Excellent standard of written skills with close attention to detail
* Ability to think ahead, anticipating customer queries
* Strong numerical skills
* Excellent problem-solving skills
* Experience using IT multiple systems with excellent attention to detail
* Ability to work flexibly; to meet the needs of the business in a fast pace environment