

**GOODWOOD**

**The Role**

The **Customer Services Executive** will be part of the **Ticket Office & Hospitality team** and will report to the **Customer Service & Fulfilment Manager.**

**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**

|  |  |  |  |
| --- | --- | --- | --- |
| 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**

Working within the Ticket Office and Hospitality team 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.

**Key responsibilities**

* Manage the Ticket Office inbox - answer customer queries in a timely manner whilst identifying email drivers and proactively directing customers to online advice
* Ensure prompt resolution of customer queries, delivered with the highest standard of customer service
* Identify sales opportunities and pass to appropriate Sales Executives and Managers
* Liaise with colleagues in the Ticket Office to ensure that customer queries are actioned effectively
* When necessary; contact customers by phone 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 advice
* Use the available IT systems to book tickets and process refunds and VAT receipts
* Create charity vouchers and support the sales team to book charity tickets when winners make contact
* Deal promptly with postage queries; liaising with customers and courier providers in the event of tickets being mis-delivered or lost
* Record post-event complaints onto the Project Management system (Wrike), send holding responses and flag any complaints requiring immediate attention
* Support colleagues across the Estate providing ticketing product and process advice and support as necessary
* Support the Lost Property process
* Work flexibly on motorsport and horseracing events - undertaking allocated tasks

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise, organise and multi-task
* Quick learner
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Strong customer service skills
* Excellent communicator
* A sense of fun!

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

* Previous experience of working in a customer service environment
* Proficient IT skills using Outlook, Word and Excel
* Enjoys working in a busy and fast-paced environment
* Flexible approach to working hours, especially over events