

**GOODWOOD**

**The Role**

The **Ticket Office Executive** will be part of the **Ticket Office team** and report to the **Customer Services 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 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**

To support the GRRC team by managing the inbox and responding to GRRC member enquiries as and when they come in.

You will also be involved in the dispatching of event tickets including scanning, packaging and preparing them for delivery.

On event days you will be required to interact with customers in person in both a sales and customer service capacity.

**Key responsibilities**

* Manage the GRRC inbox, answering customer queries efficiently and to the highest standards, identifying email drivers and proactively directing the customer to on-line advice;
* Ensure first-time resolution of customer queries; delivered with the highest standards of customer service;
* Liaising with the GRRC team to ensure that customer queries are actioned effectively and at the right level;
* To accurately update customer records on the ticketing system;
* To pick, package and send out all tickets for internal and external customers, working to exacting quality standards;
* To meet productivity targets on the number of tickets/packs dispatched per day;
* Working at the headline motorsport events and horseracing events as per requirements.

**Qualities you will possess**

* Positive and friendly with a ‘can do’ attitude
* A systematic and logical approach to work.
* Ability to prioritise and organise
* Proactive
* Works on initiative
* Take responsibility for yourself
* Confident
* Good negotiation and influencing skills
* Excellent communicator (written & verbal)
* Problem solver
* Reliable
* Trustworthy
* Adaptable to change
* Energetic with a sense of fun

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

* Experience of managing emails in a busy inbox;
* Enjoys working in a busy customer facing environment;
* Evidenced customer service skills demonstrating effective decision making & professionalism;
* Proficient IT skills including knowledge of; Talent, Delphi/Ivvy, Outlook, Word and Excel;
* Ability to work as part of a team in a noisy bustling office.