

 **GOODWOOD**

**The Role**

**The Customer Team Executive** will be part of **Customer Sales** and report to the **Customer Team Leader.**

**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**

|  |  |  |  |
| --- | --- | --- | --- |
| 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 Customer Team and drawing on your excellent customer skills you will support the Customer Sales Team; dealing with customer queries by email and over the phone. You will have strong administrative skills and you will be able to identify and deliver brilliant customer service. You will also be able to undertake simple financial tasks, including cashing up as part of the race course on the day sales team.

**Key responsibilities**

**Customer Service**

* Manage the Customer Sales in-box answering customer queries in a timely manner whilst identifying email drivers and proactively directing the customer to on-line advice
* Liaising with customer sales managers & executives ensure that customer queries are actioned and responded to within appropriate response times to ensure excellent customer service is delivered
* 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 team manager for resolution advice
* When working at the racecourse as part of the on the day sales team you will engage politely & professionally with customers directly to resolve any issue whilst providing excellent customer service

**Administrative Support**

* Using available IT; book tickets, process refunds, VAT receipts, invoice requests and run management information reports
* Oversee all charity requests; liaising annually with local schools and organisations, answer ad hoc charity requests and respond promptly to requests from VIP stakeholders
* Provide relevant documentation and book tickets as necessary
* Deal promptly with all customer postage queries; liaising with the courier provider where tickets have been miss-delivered or lost
* Support colleagues around the Estate providing ticketing product and process advice & administrative support as necessary

**Events**

* Working flexibly, undertake allocated tasks which may include setting up, snagging, supporting ticket collections, supervising casual staff and other ad hoc tasks
* Prepare administrative and operational kit required for the racecourse on the days sales casual team, including checking PDQs & tills. Provide advice and support to the sales team as needed.

Support the banking operation by cashing-up each sales point showing strong numerical skills and excellent attention to detail. At the end of each race day ensure all operational kit is ready for the next race day

* Receive, log and send holding responses relating to all post event complaints identifying and escalating any complaints requiring immediate attention
* Oversee the Lost Property process by reviewing and liaising with planners to agree a process before each event. During and post event; collect, log and action any lost and found property working hard to reunite the owner with their property

**Selected ad hoc duties**

**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 facing environment
* Strong written skills
* Proven numerical skills
* Evidenced customer service skills demonstrating effective decision making & professionalism
* Proficient IT skills including knowledge of Outlook, Word and Excel
* Ability to work as part of a team in a noisy bustling office

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

|  |  |
| --- | --- |
| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 1 |
| Taking Personal Responsibility | 1 |
| Communication and Trust | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 1 |