

Job Description

Customer Experience Co-ordinator



JOB DESCRIPTION	
Job Title	Customer Experience Co-ordinator
Base Location	Swansea
Hours of work	37.5 per week
Responsible to	Operations Manager
Contractual Status	Permanent
Role Summary	Customer facing role to ensure the best possible experience by coordinating and administering the hospitality, ticketing, retail and events processes at Ospreys Rugby.
Key Relationships	Ospreys commercial team Ospreys customers - hospitality and event guests, Ospreys supporters Directors Swansea.com stadium catering team and ticket office
Key Responsibilities, Tasks and Activities	<ul style="list-style-type: none">• To co-ordinate and fulfil all hospitality bookings and enquiries from customers/partners and other sources• To respond to catering enquiries, organise and co-ordinate catering requests and provide clear and effective catering brief for hospitality events• To carry out all administrative activity in relation to hospitality fulfilment• To work as part of the reception team on match days, welcoming and interacting with guests, organising ticket collections and enquiries and dealing with issues, escalating where appropriate• To act as the main contact for the Ospreys ticket office, responding to and fulfilling all ticket requests for complementary, community and hospitality tickets• To co-ordinate and process bookings for Ospreys Entertainment events including internal and external meeting rooms/venues etc• To co-ordinate allocations of international tickets• Provide customer service for retail enquiries and sales• Provide support for supporter trips and home match travel• To respond to/coordinate responses for all customer enquiries email/post/telephone• To respond to, and co-ordinate charity requests• To work as part of the wider Ospreys team to ensure the best possible customer experience for everyone who interacts with Ospreys as a customer/guest/fan
PERSON SPECIFICATION	
Experience	<ul style="list-style-type: none">• Experience of working with systems and processes associated with event delivery• Experience of working in a customer facing role in a professional environment

PERSON SPECIFICATION	
Skills & Qualifications	<ul style="list-style-type: none"> • Proficient in Microsoft Office products • Excellent communication skills and the ability to manage challenging conversations • Good understanding of customer service principles • Ability to organise, plan and work to strict deadlines • Excellent attention to detail and the desire to provide the best possible customer experience • Ability to work with hospitality and retail systems • Ability to problem solve and be creative under pressure • Strong self-awareness and the ability to work with discretion and professionalism in a sporting environment • Ability to interact effectively and professionally with people at all levels