

Job Description

Retail and Customer Service Manager



JOB DESCRIPTION	
Job Title	Retail and Customer Service Manager
Base Location	Swansea, however, in the first 9-12 months of the role the incumbent will be required to work from Bridgend on a regular weekly basis.
Hours of work	37.5 hours per week. This role will be required to work on match days weekends/evenings and to support a variety of Ospreys Rugby events.
Responsible to	Commercial Director
Contractual Status	Permanent (initially Fixed Term)
Role Summary	Responsible for retail and customer service operations, overseeing the kit partner relationship and providing support to the ticketing department to maximise sales and provide the highest level of customer satisfaction
Key Relationships	<ul style="list-style-type: none">• Commercial Director• Ticketing and Data Manager• Kit Partner• Partner Activation Executive• Retail and Customer Service Staff• Finance• Marketing• Operations
Key Responsibilities, Tasks and Activities	<ul style="list-style-type: none">• Overseeing the operations of the Ospreys retail outlets including opening hours, stock integrity, security and customer service• Manage all retail opportunities on behalf of Ospreys Rugby eg stadium shop on match days, town centre shop, pop up shop at events, and any other opportunities• To oversee the financial aspects of the retail operation including cashing up/reconciliations• Resolve customer retail queries and complaints• Managing the relationship with the kit partner• Support the Partner Activation Executive with kit orders and allocation across Ospreys senior rugby players, Academy, RAG and staff, OitC staff etc• Managing feedback on kit quality to the kit partner• Macron Retail outlet point of contact for requirements and requests (Macron Neath and Swansea shops) including agreeing marketing plans,• Working closely with the Partner Activation Executive to manage player retail appearances• Provide first point of contact for fans in person and by email/telephone for retail ticketing and membership queries• Take ownership of queries and complaints through to completion, escalating when appropriate• Lead a small team of Retail and Customer Service Assistants/Casual Staff to ensure the shop sales and inbound ticketing queries are dealt with professionally and in a timely manner

JOB DESCRIPTION	
	<ul style="list-style-type: none"> • Assist the Ticketing and Data Manager with match day resolutions as required • Act as the point of expertise on customer service at Ospreys, and create opportunities to upskill all employees to provide an excellent level of customer service
PERSON SPECIFICATION	
Experience	<ul style="list-style-type: none"> • Experience of working in a supervisory/managerial role in a retail environment • Experience of providing a high-quality customer service experience • Experience of delivering a high-quality merchandising display • Experience of resolving customer service issues • Experience of managing financial issues relating to retail management
Skills & Qualifications	<ul style="list-style-type: none"> • Proficient in Microsoft Office products • Excellent communication skills • Able to act with discretion in a professional sports environment • Financially competent • Commercial focus • Organisation and planning • Problem solving • Strong self-awareness