



Job Description

Job Title:	Customer Experience Executive
Reporting to:	Customer Experience Manager
Department:	Marketing and Customer Experience
Hours of Work:	37.5 hours per week. Please note, the post will be required to work home matches and any other public events held at Kingsholm Stadium (i.e. concerts). Time in Lieu is provided for hours worked

THE ROLE

Our supporters are at the heart of Gloucester Rugby. We are looking for someone who has a proven track record of delivering first-class customer service across multiple channels including phone calls, email and face-to-face enquiries.

You will be providing assistance throughout the full customer journey and will help to shape Gloucester Rugby's customer experience. The Customer Experience team is responsible for the ticketing function of the business and is part of the Marketing and Customer Experience team.

We are looking for someone who can deal with the challenges (and rewards!) of working within a small team in a fast-paced environment and will help to drive sales and revenue for the Club.

DUTIES INCLUDE

- Ensure that the highest standard of service is delivered to our customers at all times
- Achieve and surpass the required service targets
- Be the first point of contact for all inbound calls to Gloucester Rugby
- Maximise sales opportunities and assist in the development of new sales initiatives
- Identify and provide proactive recommendations to enhance the customer experience
- Comprehensive understanding of all systems and procedures used within the department and ensure these are updated as required
- Effectively managing any customer enquiries as efficiently as possible
- To ensure that all matchday and event accreditation passes are completed in advance of any event
- Assist, as required, with the direct debit scheme run for Club Memberships
- Assist with outbound calling when required
- Ensure the ticket office and reception is kept tidy, organised and presentable at all times
- Organise all internal ticketing requests in a timely manner
- Be the point of contact for all PRL ticket requests
- First point of contact for meeting and greeting visitors to Kingsholm
- Ensuring that the entry to the reception area is secure at all times.

- May occasionally be required to work at other sites within the Company.

This is not an exhaustive list and other duties may be required when necessary.

PERSONAL ATTRIBUTES

- Excellent organisational and IT skills including knowledge of Excel, Word and PowerPoint
- Positive attitude and good communication skills
- Commitment to delivering high standards
- Confident and tenacious personality, with a strong attention to detail
- Ability to work as part of a team and to work independently
- An engaging personality with the ability to connect and empathise with people from all backgrounds.
- A creative and resourceful problem solver with lots of initiative.

GLOUCESTER RUGBY MISSION STATEMENT:

To deliver the **best experience** for our fans, colleagues, community and partners in a sustainable way.

OUR VALUES:

BELONG	We are part of a team and put the team first. We all contribute to the collective success. We are inclusive, have faith in what we do and respect all opinions.
RESILIENCE	We show resilience at all times and face challenges head on.
ACCOUNTABLE	We take personal responsibility for what we do. We keep our word.
VISIONARY	We look forward and define the future. We make brave decisions.
EXCELLENCE	We have pride in what we do and always give our best. We are committed to excellence.

**The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post. Job descriptions should be regularly reviewed to ensure they are an accurate representation of the post.*