

Job Description

Customer Service Representative

Position: Customer Service Representative	Department: Box Office	Reporting to: Box Office Manager
Salary: £594.88	Contract: Permanent	Hours per week: 1 hour per week (minimum of 1 match day month)

Job purpose: To assist with All Home league and cup games, be part of the box office team on a match day and deliver excellent customer service.

Role Competencies:

Planning Timescales:

- Work alongside the box office customer service team selling tickets, programmes or any other matchday duties decided by the box office and retail Manager.

Decision Making:

- To make associated decision within parameters of the role

Impact and Influence:

- Assist other departments wherever necessary and maintain a good working relationship.

Skill Level:

- Skill Level
- Excellent attention to detail
- Excellent communication skill written and verbal.
- Outstanding customer service skills
- Confident, friendly, and personable manner.
- High level of discretion and trustworthiness
- High levels of personal integrity.
- Ability to work as part of a team.
- Strong problem-solving skills.
- Ability to manage change in process and policy.
- Highest level of personal grooming.

Communication:

- Serve customers who make personal calls to the Box Office, Club Superstore in a polite and professional manner.

Budget Management:

- Maximise customer orders by upselling additional items and promotions.

Lead and Develop:

- NA

Operating Parameters:

- To serve MK Dons customers and support the Box-Office Manager, Retail Manager and Commercial Manager in generating revenue for the Club.

- To serve Customers who visit MK Dons, Stadium MK and Marshall Arena in a polite and professional manner, keeping queues to a minimum within the established guidelines.
- Provide all customers with an excellent and exceptional experience.
- To serve MK Dons customers and process the sale of match tickets.
- To serve customers to the MK Dons Superstore and process purchases.
- To serve MK Dons hospitality customers and process the sale of casual tickets in all hospitality areas.
- Manage the Commercial match-day administration.
- Support the Commercial Manager in delivering match-day activities in all hospitality areas.
- Ensure speedy resolutions to any Customer Service issues, always ensuring customer satisfaction.
- Proactively contact supporters/customers when required to promote products or services, or to gain insight.
- Support the Box-Office Manager and Commercial Manager on all non-MK Dons events, such as concerts or International Football Matches, at Stadium MK.

Essential and Desirable Job Criteria:

Essential

- Ability to communicate with customers both face-to-face and on the phone.
- Ability to work on own initiative and as part of a team, be motivated and committed to the role.
- Calm and efficient and able to work under pressure.
- Have a polite and courteous manner.
- Be able to adapt to different and changing situations.
- Be flexible to work in different locations and roles within MK Dons, Stadium MK and Marshall Arena.
- Basic numeracy, IT and literacy and telephone skills.

Desirable

- Previous ticketing experience

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality and Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total:

Level