

# Customer Services Representative

## Job Description and Person Specification

### Position Details

**Position:** Customer Service Representative

**Department:** Box Office/Club Superstore

**Reporting to:** Box Office Manager

#### Overall Objective

To provide all customers of MK Dons and the StadiumMK Arena with the best Customer Service possible by taking and processing orders and customer queries on the phone, online or in person and providing an excellent experience all with a professional and courteous manner.

#### Job Description

#### Person Specification

##### Main Objectives

- To process all sales of match tickets and purchases in the Box Office and Club Superstore
- Serve Customers who visit stadiumMK and Arena in a polite and professional manner, keeping queues to a minimum within the established guidelines.
- Ensure speedy resolutions to any Customer Service issues, ensuring customer satisfaction at all times.
- Provide all customers with an excellent and exceptional experience

##### Summary of Duties

- Process all order and sales of season tickets, memberships, casual match tickets and merchandise in accordance with the agreed procedures of the Club and stadiummk Arena
- Ensure customers receive their tickets within the timescale promised and ensure that all financial transactions are properly completed.
- Answer all incoming calls within the agreed standard time
- Maximise customer orders by upselling additional items and promotions.
- Complete a programme of outgoing calls to customers / supporters as agreed with the Customer Service Manager so that the Club maximises additional revenue opportunities.
- Update customer records on the appropriate Club and Arena databases at the point of each customer transaction so that customer records are accurate and can be used efficiently for future marketing campaigns.

##### Essential

- Ability to work on own initiative and as part of a team, be motivated and committed to the role
- Calm and efficient and be 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 stadiummk
- Basic numeracy, IT and literacy and telephone skills

##### Desirable

- Previous experience in a Customer Service environment
- Cash Handling experience.
- Experience of use of Electronic Cash Registers

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| <ul style="list-style-type: none"><li>• Serve customers who make personal calls to the Box Office and Club Superstore in a polite and professional manner, keeping queues to a minimum within guidelines established by the Customer Services Manager.</li><li>• Ensure all Health and Safety matters are properly complied.</li><li>• To attend all scheduled training sessions as requested.</li><li>• Ensure that all procedures for opening and closing the Box Office, Club Superstore and CMK are adhered to.</li><li>• To maintain a clean, tidy and attractive presentation of merchandise in all retail outlets operated by the Club.</li><li>• To undertake any administrative duties as required under the guidance of the Customer Service Manager</li></ul> |  |
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