

Job Description

WRU Group Customer Care Officer



JOB DESCRIPTION	
Job Title	WRU Group Customer Care Officer
Salary	Band 6
Location	Ticket Office, Principality Stadium, Cardiff
Hours of work	35 hours per week. 9.30am until 5.30pm, five days a week to include weekends. Occasional evening work may be required – specifically to include event days.
Responsible to	Customer Care Supervisor
Responsible for	N/A
Contractual Status	<ul style="list-style-type: none"> Permanent, Full Time Subject to 6 month probationary Period
Role Summary	Deliver a first class proactive customer service team on behalf of the WRU Group and act as the first point of contact for all stakeholders engaging with the WRU Group in relation to ticket sales and delivery, customer enquiries and customer complaints.
Key Relationships	<ul style="list-style-type: none"> Ticketmaster WRU Member Clubs WRU Debenture holders Supporters Club members
Key Responsibilities, Tasks and Activities	<ul style="list-style-type: none"> Handle all inbound calls and emails to the WRU Group in relation to ticketing and tours queries in addition to other products/services as required. Act as the first point of contact for all inbound ticket sales on behalf of the WRU Group. Ensure all ticketing requirements are met for key stakeholders including the sale and fulfilment of tickets via direct channels in conjunction with Ticketing Operations team. Support the Ticket Operations team; process club, debenture and public sales orders. Provide customer services support to deal with sales, general queries and compliant resolution in relation to multiple products and services. Maintain appropriate databases and utilise data held to maximise outbound sales calls. Carry out any appropriate additional tasks or duties as requested by line management.

JOB DESCRIPTION	
	<ul style="list-style-type: none"> Carry out duties to help support the WRU Group in line with the Company's core values
Continued Professional Development	<ul style="list-style-type: none"> The WRU are committed to providing CPD for the successful candidate. We expect the successful candidate to undertake available training courses and research to enhance personal knowledge, skills and experience.

PERSON SPECIFICATION	
Experience	<ul style="list-style-type: none"> Experience of working in a customer focussed retail environment ideally within ticketing Proven experience of working within a first class customer service function in a retail/ business environment. Experience of using Ticketmaster systems, preferably Venuemaster is desirable. Working knowledge of on-line ticketing/ customer relationship management systems advantageous Experience of dealing with the public via email, in person and by phone. Experience of dealing with customer complaints at the highest level. Strong interpersonal skills and relationship management.
Skills & Qualifications	<ul style="list-style-type: none"> GCSE's (A-C) to include maths, HND, NVQ in business related field. Excellent telephone manner Excellent IT Skills, specifically Microsoft Word, Excel & PowerPoint. Excellent written and verbal communication skills are essential.
Key Competencies	<ul style="list-style-type: none"> Planning & Control Attention to Detail Managing the Customer Relationship Team Working & Personal Impact Communication & Influencing
Other	<ul style="list-style-type: none"> An understanding and commitment to equal opportunities in employment and sport An understanding of individual responsibility in complying with the Health and Safety policies and arrangements. Ability to communicate and work through the medium of Welsh is desirable.

Acknowledgement		
Employee Signature:	Name:	Date:
Line Manager Signature:	Name:	Date:

The job description is subject to change pending review by the role holder and their line manager.