



## Aberdeen Football Club Job Description

<b>Name:</b>	
<b>Job Title:</b>	Customer Service Assistant (Ad Hoc)
<b>Line Manager:</b>	Ticket Office Manager
<b>Line Manager for:</b>	N/A
<b>Date Started:</b>	
<b>Overall Purpose of Job:</b>	
<ul style="list-style-type: none"> <li>• To ensure that a high level of service is delivered to our customers who interact with all aspects of the Customer Service Operations.</li> <li>• Ensure all enquiries, complaints or grievances are answered and solved.</li> <li>• To help meet the Customer Service Department targets in all areas including Season and Match ticket sales, memberships and any new initiatives.</li> <li>• Ensure the customer information we hold is up to date and accurate.</li> </ul>	
<b>Main Responsibilities/Description of Duties:</b>	
<ul style="list-style-type: none"> <li>• Working the customer service desks on home matchdays.</li> <li>• Effectively dealing with any customer enquiries across all aspects of the business including complaints.</li> <li>• Have a full understanding of all systems used within the Customer Service operation.</li> <li>• To ensure a high standard of service is delivered to all of our customers at all times.</li> <li>• Maximising all sales opportunities through each area of the Customer Service Department.</li> <li>• Build good working relationships with other departments within AFC.</li> <li>• Ensure effective communication within your work team and actively offer support and guidance as necessary.</li> <li>• Any additional responsibilities which may fall within the remit of a customer service role.</li> </ul>	
<b>Person Specification: Experience/Qualifications/Training/Personal Qualities</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Excellent communication skills – verbal and written.</li> <li>• A patient and understanding nature.</li> <li>• Comfortable with IT systems including but not limited to MS Office.</li> <li>• Exceptional teamwork and ability to support colleagues.</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Previous customer service experience</li> <li>• Understanding of Scottish Football</li> </ul>
<b>Signed by Employee:</b>	<b>Signed by Line Manager:</b>
<b>Date:</b>	<b>Date:</b>