



Aberdeen Football Club Job Description

Name:	
Job Title:	Customer Service Assistant
Line Manager:	Head of Ticketing
Line Manager for:	N/A
Date Started:	
Overall Purpose of Job:	
<ul style="list-style-type: none"> To ensure that a high level of service is delivered to our customers who interact with all aspects of the Customer Service Operations. Ensure all enquiries, complaints or grievances are answered and solved. To help meet the Customer Service Department targets in all areas including Season and Match ticket sales, memberships and any new initiatives. Ensure the customer information we hold is up to date and accurate. 	
Main Responsibilities/Description of Duties:	
<ul style="list-style-type: none"> Ad-hoc working hours around department needs, including Saturdays, home Match days and club events. Effectively dealing with any customer enquiries across all aspects of the business including complaints. Have a full understanding of all systems used within the Customer Service operation To ensure a high standard of service is always delivered to all of our customers. Maximising all sales opportunities through each area of the Customer Service Department. Build good working relationships with other departments within AFC. Ensure effective communication within your work team and actively offer support and guidance as necessary. The employee must at all times carry out their responsibilities with due regard to the Club values and policies and procedures, in particular health & safety, equality and diversity, confidentiality, with regard to the Data Protection Act. 	
Person Specification: Experience/Qualifications/Training/Personal Qualities	
Essential <ul style="list-style-type: none"> A driven desire to provide a top level of customer service Good Timekeeping ability Outgoing & friendly personality Clear Communication skills 	Desirable <ul style="list-style-type: none"> A background of working in a customer service-based environment A knowledge of Scottish football Working knowledge of Microsoft word & Excel
Signed by Employee:	Signed by Line Manager:
Date:	Date: