



## Aberdeen Football Club Job Description

<b>Name:</b>	
<b>Job title:</b>	Supporter Services Assistant
<b>Line Manager:</b>	Supporter Services Manager
<b>Line Manager for:</b>	N/A
<b>Date Started:</b>	

### Overall Purpose of Job:

The Supporter Services Assistant plays a key role in delivering exceptional customer service, efficient administrative support, and timely fulfilment of Supporter and Member benefits. Supporter Services Assistant ensures supporters and members enjoy a positive experience by handling enquiries, selling and processing season tickets, match tickets and memberships, coordinating outbound fulfilment activity, and maintaining accurate supporter records. They also contribute to high-quality communications that strengthen loyalty and engagement.

### Main Responsibilities/Description of Duties:

- Sell and process match tickets, season tickets, memberships (including AberDNA Junior) and any other supporter related products, and ensure the accurate and timely fulfilment of all AberDNA member benefits.
- Maximise sales opportunities across all areas of the Supporter Services department, participating in inbound and outbound calling campaigns to help achieve business and departmental targets.
- Maintain accurate and up-to-date supporter records at all times.
- Manage and respond to all enquiries via various channels, related to supporter products, including season tickets, memberships, Dons Cash, RedTV, and any other supporter related queries ensuring a consistent high standard of service.
- Assist in the planning and delivery of supporter and member events.
- Develop and maintain a thorough understanding of all systems and platforms used within the Supporter Services department.
- Promote effective communication within the Supporter Services team.
- Build and maintain strong working relationships with other departments across the Club including the AFFCT.
- Adhere to all Club policies and procedures, with particular attention to security, data management and confidentiality, payment information, health and safety, and equality and diversity.

*Please note that this job description is not designed to cover a comprehensive list of activities, duties or responsibilities that are required of the employee for this role. The duties and responsibilities may change within reason at any time with or without notice to suit the needs of the Club.*



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### Person Specification: Experience/Qualifications/Training/Personal Qualities

**Essential:**

- Excellent written and verbal communication skills.
- Highly motivated with a strong commitment to delivering exceptional customer service.
- Strong work ethic, a team-oriented approach, and genuine enthusiasm for contributing to the success of the department and the Club.
- Ability to work on own initiative and take ownership of tasks.
- Demonstrates professionalism, self-discipline, and pride in their work.
- High level of IT proficiency.
- Excellent timekeeping and reliability.
- Willingness to learn and develop new skills.
- Ability to work flexible hours, including Saturdays and matchdays as required.
- • Comfortable working in a fast-paced and adaptable environment.

**Desirable:**

- Experience working in a customer service-based environment.
- Knowledge of Scottish football.
- Working knowledge of Microsoft Word and Excel.
- Experience or familiarity with using a CRM system.
- • Experience or familiarity with using a telephony system, such as Dialpad.

**Signed by Employee:****Signed by Line Manager:****Date:****Date:**