

JOB DESCRIPTION



Job Title: Customer Service Executive

Location: Red Hall / Media City

Job Grade: A

Reports to: Customer Service Lead

Responsible For:

Post Reference No: CUST03

Organisation Chart No:

PURPOSE OF THE JOB:

- Delivery of great Rugby League experiences to all our customers
- Deliver the highest standards of customer service to all our customers at all times

PRINCIPAL DUTIES / ACTIVITIES:

- Answer and resolve calls to the Rugby Football League switchboard system
- Provide appropriate responses to customer queries and complaints received via Rugby Football League enquiries@ mailbox
- Provide appropriate responses to customer queries and complaints received via the mail
- Support the building and cataloguing of knowledge of customer FAQ's
- Accurately record all customer interactions in the appropriate customer contact records
- Use each customer interaction as an opportunity to improve customer contact record fullness and accuracy
- On an agreed rota basis cover front of house and visiting customer duties at Red Hall
- Provide support to the Rugby Football League ticketing team at peak times
- Be available to work at every Rugby Football League & SLE core event throughout the year

PRINCIPAL HEALTH AND SAFETY RESPONSIBILITIES

- Compliance with the Health and Safety at Work Act, with specific responsibility for the health safety and welfare of all personnel within their control including themselves and for ensuring the overall safe and compliant planning, implementation and monitoring of all activities.
- Reports all accidents and/or incidents and near misses in accordance with RFL procedures.

KNOWLEDGE, EXPERIENCE AND SPECIALIST SKILLS (NON-SPORTS RELATED)

Essential

- Must be able to work on own initiative and as part of a team
- Hard working and reliable individual who can work extended and unsociable hours at busy times
- Must be able to demonstrate excellent verbal communications skills
- Must be able to demonstrate good written communication skills
- A positive attitude to Information Technology and its role in carrying out the responsibilities of the post
- Ability to work under pressure
- Determination to complete tasks
- Focus on attention to detail
- Strong customer focus and can do attitude
- Able to present professional image of the Rugby Football League

Desirable

- Previous experience of working in a call centre environment

BEHAVIOURAL CHARACTERISTICS

Is **values driven** and aligns with the RFL Values:

UNITED

We are one team heading in the same direction

ACTS PROFESSIONALLY

We are open and honest with ourselves and our customers

STRIVES FOR EXCELLENCE

We know what excellence means and we strive for it everyday

ACTS WITH RESPECT

We listen to each other to understand their needs and opinions

SCOPE OF RESPONSIBILITIES**Decision Making –**

- Within set boundaries

Responsibility for Human Resources –**Freedom to Act –**

- Within pre defined boundaries

Level of Internal Contacts –

- Working with staff at all levels and across all departments of the Rugby Football League

Level of External Contacts –

- High level of contact with customers
- Responding to and supporting Clubs

Consequence/Significance of Error –

- The post holder will be the face of the Rugby Football League and performance in this role could determine future custom. However, any errors would be referred to Customer Service Lead, therefore consequences of errors should be resolved by others

Financial Responsibilities - Is accountable for expenditure from an agreed budget or equivalent income, including the allocating codes, checking budgets, maintaining records, producing purchase orders and receiving funds.