



Aberdeen Football Club Job Description

Name:	
Job Title:	Customer Service Advisor (ad-hoc)
Line Manager:	Ticket Office Manager
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 based on the workload of the Department. Working the customer desks on home matchdays. 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 delivered to all of our customers at all times. 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. 	
Person Specification: Experience/Qualifications/Training/Personal Qualities	
Essential: <ul style="list-style-type: none"> Excellent communication skills Patient and understanding IT literate Ability to work as part of a team 	Desirable: <ul style="list-style-type: none"> Previous customer service experience Understanding of Scottish Football
Signed by Employee:	Signed by Line Manager:
Date:	Date: