



Job Title: Customer Operations Executive

Contract: Full Time

An exciting opportunity has arisen to join the team at The Yorkshire County Cricket Club as a Customer Operations Executive, servicing the Ticket Office and Cricket Centre.

Organisation

The Yorkshire County Cricket Club is one of the most successful clubs in the world and undergoing the most challenging period in its 158-year history. Under new leadership, the Club is committed to learning from the past and recognises the significant change required to make Yorkshire County Cricket Club a place for everyone. This has started with the appointment of a Coaching team to support and enhance the development of our senior teams and age group players to achieve their potential and provide players for both Yorkshire and England.

We are also now looking for a Customer Operations Executive to specialise in ticketing, based at Headingley Stadium in Leeds, UK.

Reporting to the Acting Ticket and Membership Office Manager and working within a small team, the role involves:

- Following correct protocols for recording sales, bookings and receipts, (cash, credit card, cheque and invoice), in relation to ticket and membership sales using our ticketing programme 'Audience View'
- Printing and distributing all ticket and membership related literature in a timely and presentable manner
- Working in a polite and professional manner as 'front of house' on both match days and non-match days, helping with face-to-face enquiries and purchases
- Making service-based telephone calls to assist with membership renewals and ticket purchases
- Servicing of the cricket centre's net facility, namely managing bookings, setting up of lanes and processing payments
- Attending meetings to set, monitor and improve performance targets
- Liaising with other YCCC departments and related bodies to ensure a smooth delivery of match days and general Club activities
- Attending training seminars to develop relevant knowledge of systems and skills
- Accepting, by agreement, flexible working hours including weekends, evenings and Bank holidays, within a standard working week
- Adhering to Club policies and procedures as set out in the employee handbook and relevant health and safety legislation

- Carrying out any other relevant duties as requested by the Line Manager
- Representing and promoting the Club's best interests at all times.

Essential

- Passionate about delivering excellent customer service
- Comfortable working in a busy office environment with a dynamic and positive team
- Confident, polite and friendly manner, both on the telephone and face to face
- Flexible and willing attitude is essential
- Ability to work evenings and weekends as necessary, including all match days (lieu days are given)
- Experience in customer service
- Organised with good timekeeping skills and the ability to adhere to deadlines
- Educated to degree level or currently completing a degree
- Smartly presented at all times

Desirable

- An interest or understanding of cricket would be beneficial but not essential

TO APPLY, PLEASE CLICK THE LINKS BELOW WHERE YOU WILL FIND THE FULL JOB DESCRIPTIONS, AND SUBMIT YOUR APPLICATION INCLUDING CV TO VACANCIES@YORKSHIRECCC.COM THE CLOSING DATE FOR RECEIPT OF APPLICATIONS IS FRIDAY 11 MARCH 2022.