



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, working in the retail department.

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 retail, based at Headingley Stadium in Leeds, UK.

Reporting to the Retail Manager, the role involves:

- Supporting the Retail Manager on matchdays and non-matchdays in stock management, customer service and sales
- Carrying out administrative duties using systems and processes relevant to the organisation
- Liaising with other YCCC departments and related bodies to ensure the smooth delivery of matchday services
- Working flexibly throughout the summer, including weekends, evenings and Bank Holidays
- Carrying out any other relevant duties as requested by the Retail Manager
- Supporting with online sales through yorkshireccc.com/shop
- Adhering to Club policies and procedures as set out in the employee handbook, and relevant health and safety legislation.

Essential

- Passionate about delivering excellent customer service
- Able to communicate at all levels with other members of staff, suppliers and customers
- Be able to work as part of a team but have the ability to work on own initiative
- Experience in customer service and/or retail sales is desirable
- Be smartly presented at all times

**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](mailto:vacancies@yorkshireccc.com) THE
CLOSING DATE FOR RECEIPT OF APPLICATIONS IS FRIDAY 11 MARCH 2022.**