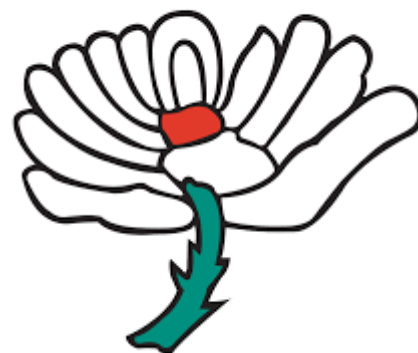


JOB DESCRIPTION

Yorkshire County Cricket Club



Job Title:	Customer Operations Assistant
Department	YCCC - Commercial
Reporting Line:	Ticket and Membership Lead
Location	Headingley Cricket Ground, Leeds
Employment Type	Temporary – Casual (Zero-hours contract)

Department Overview

A unique customer facing team which deals with a variety of tasks for one of cricket's largest First-Class Counties. The Ticket and Membership team are an integral part of The Yorkshire County Cricket Club and play a vital role all year round. The Office is the main point of contact for all ticketing, membership, Cricket Centre and general Club related enquiries, whether that be in person, over the phone or electronically. The Office is responsible for the creation, sales and distribution of relevant products to ensure that all tickets, memberships and additional products can be purchased by customers. The Ticket and Membership team play a key role on match days at Headingley, York and Scarborough to deliver a high-quality service for those in attendance and ensure any ticket related queries are dealt with. In addition to ticketing and membership duties, the Ticket and Membership team are responsible for overseeing the day-to-day operations of the Indoor Cricket Centre, including processing bookings, taking payments, daily and weekly cashing up and general upkeep of the facility.

Job Purpose

This role will help support the Ticket Office and Membership staff in providing a high level of customer service over the phone, electronically and face-to-face when processing a variety of ticketing, membership and Cricket Centre related queries.

Key Responsibilities

Area	Responsibilities
Ticketing and Membership support	<ul style="list-style-type: none"> - To assist in the selling of a variety of ticketing and membership related products on the relevant software. - To assist with printing and distribution of match tickets, membership cards and corresponding literature. - To regularly provide high levels of customer service over the phone, in person and electronically. - Accurately update customer details on the customer database - To assist with any required preparation for matches at Headingley and outgrounds, for example turnstile tickets, car park passes, complimentary ticket schemes.
Customer service and match days	<ul style="list-style-type: none"> - To provide high levels of front of house customer service when processing sales and advising on general enquiries, particularly in person on matchdays, but also over the phone and electronically. - To be the first point of contact on a match day for any ticket related queries - To escalate any query to the suitable member of the Ticket and Membership team in a timely manner when required
Cricket Centre	<ul style="list-style-type: none"> - To assist in the running and upkeep of the Cricket Centre, including processing bookings, taking payments, cashing up, setting up and tidying court space, bowling machine setup and general equipment maintenance. - High levels of organisation to ensure the efficient coordination of the Cricket Centre booking system.
Safeguarding	<ul style="list-style-type: none"> - Demonstrate, at all times, a commitment to safeguarding children and adults - Contribute to the implementation of the Yorkshire Cricket Safeguarding policy - Report any safeguarding concerns in accordance with Yorkshire Cricket's Safeguarding Report Management Procedure
Equality, Diversity and Inclusion	<ul style="list-style-type: none"> - Demonstrate, at all times, a commitment to equality, diversity and inclusion behaviours, decision-making and working practices - Advocate the values of dignity, fairness, equality and respect

Please note: This is not an exhaustive list and the role may be required to undertake additional roles and responsibilities as identified from time to time in order to meet the ongoing requirements of the company, this may include the opportunity to work with other departments in the club.

Key Relationships / Stakeholders

- All YCCC departments especially Commercial, Operations, Marketing and Cricket
- Other Internal Stakeholders namely the YCB, YCF, YCCL and Cricket College
- External Stakeholders including but not limited to Secutix (ticketing provider), Fortress (access control provider), G4S (Stadium Security contractor), ECB & Mtech (IT support)

Job Specification

Essential Criteria	M/C
Previous experience in a fast paced, preferably sports related, customer facing environment.	<input checked="" type="checkbox"/>
Good knowledge of IT systems including Excel and Word	<input type="checkbox"/>
Familiarity with delivering high levels of customer service in person, over the phone and electronically.	<input type="checkbox"/>
Strong communication skills and a natural ability to engage and assist with a diverse range of individuals and groups	<input type="checkbox"/>
Acceptance of requirement to work flexible hours including occasional weekends and evenings	<input checked="" type="checkbox"/>
Desirable Criteria	
Previous experience of working at an events venue, preferably in sport events.	
A general interest in sport, preferably cricket.	
Studying or completed a relevant sports related degree.	
A good understanding of the rules, regulations and various formats and intricacies of cricket.	
Basic knowledge of the role a ticket and membership office plays in the delivery of events.	

Core Competencies

Time management	<input type="checkbox"/>	Ability to influence and negotiate	<input type="checkbox"/>
Attention to detail	<input checked="" type="checkbox"/>	Analytical skills	<input type="checkbox"/>
Confidentiality and discretion	<input type="checkbox"/>	Leadership skills	<input type="checkbox"/>
Interpersonal and communication skills	<input checked="" type="checkbox"/>	Initiative and proactive	<input type="checkbox"/>
Teamwork	<input checked="" type="checkbox"/>	Creativity and innovation	<input type="checkbox"/>
Flexibility and adaptability	<input checked="" type="checkbox"/>	Accountability	<input type="checkbox"/>
Able to work autonomously	<input type="checkbox"/>	Written communication	<input checked="" type="checkbox"/>

Essential Certificates and Checks

First Aid	<input checked="" type="checkbox"/>	Driving License (Preferred)	<input checked="" type="checkbox"/>
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