



CUSTOMER SERVICE JOB DESCRIPTIONS

Company: Run 4 Wales

Job Title: Customer Service Assistant

Location: Cardiff

Positions available: 2

Contract: part-time 5 month fixed-term contract at 25 hours per week (start date: 18th June 2018, end date: 12th Oct)

Salary: £16,000 pro rata (based on 25 hours a week).

CUSTOMER SERVICE Assistant

- Develop a good working knowledge of all Run4Wales events through a busy summer event programme (Velothon Wales, Barry Island 10K, Cardiff Half Marathon)
- Handle all customer service queries over the phone, email and via social media, acting as the first point of contact with Run4Wales
- Respond promptly to customer enquiries, providing accurate and event specific information and advice
- Handle and resolve customer complaints
- Develop a good working knowledge of the company's online event registration system
- Go above and beyond to deliver excellent customer service
- Provide administrative support to the operational and wider team

SKILLS & EXPERIENCE

ESSENTIAL

- Proven experience in a customer service/support role
- Excellent communication and interpersonal skills both listening, written and verbal
- Excellent time management and organisation skills
- Strong attention to detail and accuracy
- Ability to multitask and work flexibly across different project areas
- Ability to adapt/respond to different types of characters and deal with conflict
- Must enjoy and work well in a team environment
- Excellent IT skills and experience using Microsoft Outlook, Excel and Word
- Ability to maintain strict confidentiality
- Must be available to work event weekends

- Confident telephone manner
- Well organised
- Good IT skills, Outlook, Excel, Word, PowerPoint
- Ability to work under their own initiative

DESIRABLE

- Previous experience of working in an events role
- Experience using a CRM system
- Knowledge or interest in the mass participation sport / events market
- An interest in an active lifestyle
- A UK driving license
- Welsh speaking

HOW TO APPLY

To apply, please complete the application form, attach an up-to-date CV and a cover letter detailing why you believe you are suitable for the role, evidencing your experience against the essential and desirable skills for the role.

Email your submission to enquiries@run4wales.org.

Run 4 Wales is an equal opportunities employer and is committed to delivering on our equality policies. We welcome applicants from all sections of the community, particularly under-represented groups. If you require assistance with your application please contact: enquiries@run4wales.org

Deadline: To be considered please ensure your application reaches Run 4 Wales by the deadline of **9am on Monday 11th June**.

Interview: Interviews for successful applicants will take place on **Wed 13th June**.
