



CUSTOMER SERVICE JOB DESCRIPTIONS

Company: Run 4 Wales

Job Title: Customer Service Assistant

Location: Cardiff

Positions available: 1

Contract: full-time, but part-time flexibility considered

Salary: £18K

JOB SUMMARY

Run 4 Wales, the events team behind some of Wales' biggest mass participation events – including the Cardiff University Cardiff Half Marathon – is looking for an enthusiastic Customer Service Assistant to join their busy team.

Excellent time management, organisation and communication skills are essential; whilst previous customer service experience is an advantage.

The event operations assistant will be an integral part of the customer service and operations team, supporting the team in the successful delivery of a range of sporting events throughout the year. Run 4 Wales currently deliver the Cardiff Bay Run, Newport Wales Marathon and 10K, Porthcawl 10K, Barry Island 10K, Dell Technologies Management Challenge and the Cardiff University Cardiff Half Marathon.

Communication with the general public will be at the core of your day-to-day activities, and a friendly and proactive approach to enquiries is vital.

This is a rare opportunity to work for a growing and forward-thinking Welsh events company who reward hard work and commitment with an engaging and flexible working environment.

This is a full-time position working Monday-Friday during regular office hours (09:00-17:00) as well as up to 10 event weekends for which time off in lieu is offered. Flexible working is considered.

JOB DESCRIPTION

- Develop a good working knowledge of all Run4Wales events through a busy summer event programme
- 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
- Maintaining and ensuring participant data is correct (with regular data reporting – conforming to GDPR data privacy regulations)
- Go above and beyond to deliver excellent customer service
- Provide administrative support to the operational and wider team
- Post event – log number swappers and deal with complaints and queries
- Race day – Manage race day data and accurately issue spare numbers

SKILLS & EXPERIENCE

ESSENTIAL

- 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

- Proven experience in a customer service/support role
- 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 licence
- Welsh speaking

HOW TO APPLY

We are looking forward to hearing from you so please complete the short application form and equality form listed with this job description, attach your up-to-date CV and a cover letter letting us



know why you believe you are suitable for the role evidencing against the job description and skills and experience required for this role.

Submit: Please email your application to: enquiries@run4wales.org

Deadline: For your application to be fully considered please ensure your application reaches Run 4 Wales by the deadline of **9am on Friday 21st February**.

Interview: Interviews will take place from **Monday 24th February**.

Due to the high volume of applications it may not be possible to acknowledge all applications or provide feedback to candidates who are not selected for interview.

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 us via email at enquiries@run4wales.org or write to us at Run 4 Wales, Capital Retail Park, Pod 1, Leckwith Rd, Cardiff CF11 8EG.

The data you provide to us in your application will be processed by Run 4 Wales for recruitment purposes only. If you are successful in your application, this information may be retained and further processed within your personal records in accordance with our **employee data privacy policies**.