

Job description - Customer relations co-ordinator (PB6a)

Job summary

As Customer Relations Co-ordinator, you will play an active role co-ordinating activities within Forestry England's national Customer Relations Team. As Forestry England moves to increase its business efficiency and grow profit margins, putting customers at the heart of what we do is crucial to the success of the future organisation. Work areas include membership, event ticketing, advance admission sales, volunteer database and Customer Relationship Management (CRM).

Key responsibilities & accountabilities

- work alongside customer relation colleagues to fulfil new sales requests and incorporate new areas of the business into the functions - this includes direct debits, national membership and fundraising for legacies and appeals
- work with our partners and using the tools within our CRM systems to implement new functionality to improve customer journeys
- working with teams across Forestry England, as well as external partners, to provide a high quality, seamless ticketing service to customers - responsibilities include overseeing ticketing projects and liaising with event organisers to obtaining all required information
- regular sales updates, data management and final event listings to these event organisers
- create and set up events and membership products as required
- maintain products on SRO throughout the sales period ensuring all online information (on SRO and Forestry England website), rules and settings are accurate
- support the delivery of direct debit payments, including submission, failures and cancelations, liaising with relevant parties to resolve, following Bacs guidelines
- co-ordinate your own tasks efficiently, ensuring a high level of customer service is delivered
- ensure compliance with policy and procedures, including financial transactions, direct debit and GDPR
- cover project work of the other customer relations co-ordinators in ticketing and membership, as required either to support peak delivery periods or to cover periods of leave
- co-ordinate fundraising delivery and customer service
- deliver training for customer relations assistants and any temporary staff, including preparing info sheets and guidance manuals required
- coach team members, and feedback to their line manager
- assist with any other tasks to support the smooth running of the business unit as directed

And any other tasks, reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

- proven administrative ability and attention to detail
- competent IT user with experience of Microsoft suite of applications
- experience of working with CRM database software
- exemplary customer service skills including experience of complaints handling

Desirable professional and technical experience

- knowledge and experience of working within the music industry, events industry or visitor attractions, in both Ticketing and Customer Service context
- experience of using specialist Ticketing, Membership, or Volunteering CRM software and implementing new functionalities within these systems
- experience in Direct Debit management and Bacs processes
- experience of supervising and training team members in a customer service role

Desirable

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