



Customer Engagement Team

Department	Customer Relations/Commercial
Job Title	Customer Engagement Team
Salary	Competitive Salary (plus team bonuses)
Contract type	Full Time /Part Time
Hours	40 hours /20 hours per week. The candidate will be required to have a flexible approach to working hours, including match days, events, evenings, weekends, and such hours as necessary
Responsible for	N/A
Responsible to	Commercial Manager
Locations	Gillingham FC
Regular working hours	Office hours are Monday to Friday 9am – 5pm. The post holder is to expect regular weekends & unsocial hours as part of an irregular working pattern. Annual leave is strictly restricted within key days.

Purpose of the post

Gillingham Football Club is looking for reliable, keen, motivated, passionate individuals to drive and secure new business, manage existing clients, sell match tickets, deal with general enquiries and work as a team to exceed targets and drive revenue into the business across all commercial lines.

Our ideal candidate will have previous experience working in sales and/or a customer service role, with relevant qualifications.

If you feel you could suit this role but do not have sales or customer service experience, then training will be provided for the right candidates.

Job Description

Key Responsibilities:

- Answering all in-bound calls for all business aspects and handle all queries or enquiries in the first instance
- Make a sale or pass to appropriate team member or department
- Collect data from call in-line with data protection act
- Upsell and cross-sell on every call

- Engage the customer and communicate professionally
- Make outbound calls as directed (promotions & sales)
- Create sales and marketing opportunities
- Liaise with media and marketing on campaigns (live and forthcoming).
- Communicate with internal individuals & departments.
- Identify business opportunities and prospects.
- Establish contact and develop relationships with prospects, researching and analysing sales options and recommend solutions.
- Maintain relationships by providing support, information and guidance.
- Maintain high quality service and organizational standards.
- Maintain professional and technical knowledge by attending workshops, reviewing professional publications, establishing personal networks and participating with professional associations.
- Contribute to team effort by achieving KPI's as necessary.

Person Specification

Essential Skills/Experience:

- Sales or customer service experience
- Excellent communicator with strong command of the English Language
- Confident in both face to face and telephone sales
- Capable of working on multiple concurrent projects
- Ability to maximize sales and profit
- Work as a team for the most efficient deployment of resources and willing to learn
- Work collaboratively with other departments to the aims of the company as a whole

Desirable Characteristics:

- Vibrant
- Outgoing
- Confident
- Enthusiastic
- Hard working
- Pro-active
- Self-driven
- Team player
- Well presented
- Good communicator
- Friendly
- Good initiative
- Good leadership skills