

BLLENHEIM

JOB DESCRIPTION

Job Title: Customer Service and Group Bookings Assistant
Department: Operations
Reports to: Customer Service Supervisor

Summary of role: To provide help drive our ambitious target of 800,000 visitors a year through our Partners, this include those who sell our tickets, DMO's and other tourism organisations.

Tasks & Responsibilities:

- To take Group Bookings via email and over the phone.
- Dealing with any queries from Group and Trade Partners
- Inputting booking data onto the relevant systems
- Working with the on-site catering team on Groups Catering Bookings
- Work with the onsite operations teams to ensure that all Groups have a first-class experience when visiting the Palace.
- To support the customer service team in answering all incoming telephone calls and transfer to the wider estate as appropriate.
- To support the customer service team in replying to all Customer Service Emails, this includes requests for general information, information on upcoming events including ticketing related queries and some complaints
- To log all enquires on CRM system as required.
- To support the CS team in any other tasks as required.
- Be part of a team providing a top-quality welcome to our visitors
- Other duties may be added from time to time according to the business needs and at the discretion of the Company.

Skills & Knowledge:

- Good level of administration skills
- Customer service skills
- Data input and IT knowledge of Windows
- Great communication skills, both verbally and written
- Knowledge of tourism or a visitor attraction desirable but not essential

Person Specification:

- Organised and time efficient
- Team player
- People focused
- Diligent, professional and reliable
- Friendly and approachable manner

BLLENHEIM

Our Culture:

At Blenheim, we are passionate about providing an environment for our employees to develop their skills, try new ways of learning and encouraging their talents to flourish. Our Blenheim Behaviours are shared by all and are an important aspect of joining the Blenheim Team.

- Relish a New Challenge Everyday
- Keep Our Promises
- Show Honesty with Kindness
- Share a Sense of Belonging
- Make History