

BLLENHEIM

JOB DESCRIPTION

Job Title: Customer Services Advisor
Department: Operations
Reports to: Customer Services Team Leader

Summary of role: To provide day to day Customer Service via telephone and respond to Customer Service emails and to answer any other visitor queries that come via the operations department by email or telephone.

Tasks & Responsibilities:

- Answer all incoming telephone calls and transfer to the wider estate as appropriate
- Reply 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 be familiar with Dining Experiences offered and transfer booking enquires to Searcy's our catering company
- To review Trip Advisor feedback for Blenheim
- To monitor Social Media and respond accordingly
- Administration associated with the above mentioned tasks
- Be part of a team providing a top-quality welcome to our visitors
- Taking inbound calls, acting as first point of contact for all telephone enquiries.
- Answering incoming emails, helping with any issues or problems regarding Blenheim Palace.
- Dealing with all associated administration.
- Undertake other ad-hoc administrative tasks
- Other duties may be added from time to time according to the business needs and at the discretion of the Company.
- During the course of his/her duties the post holder may have access to, or witness, confidential information, which must NOT be divulged to an unauthorised person at any time

Skills & Knowledge:

- A 'can do' positive attitude to work
- Ability to establish and develop working relationships
- Ability to maintain and develop personal performance

Person Specification:

- Ability to establish and develop excellent working relationships with all internal and external parties.
- Flexible/adaptable in approach to work
- Honest, reliable and committed
- Friendly, courteous and approachable manner
- Excellent communication skills with a can do attitude
- Sets and maintains very high standards of work
- Be enthusiastic, use own initiative to answer customer queries
- Build relationships with the customers
- Pleasant and confident personality and ability to deal with tricky situations at times
- Previous Customer Service experience is preferred but training will be given.

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