

# BLLENHEIM

## JOB DESCRIPTION

**Job Title:** Customer Services Supervisor  
**Department:** Operations  
**Reports to:** Guest Services Manager

**Summary of role:** To lead the customer services team to ensure all calls, emails and social media enquiries are dealt with and response time targets are met. To mentor and support the Customer Service Team, ensuring the all systems are in place to deliver a five-star experience. The role will include regular weekend working.

**Tasks & Responsibilities:**

- To mentor and motivate the Guest Services Team, working to agreed KPIs to develop the team, enhance customer satisfaction and maximize revenues, working as part of the team on a daily basis.
- To have an excellent understanding of all operating systems, including the CRM system.
- To be fully aware of customer and client confidentiality.
- To support the customer services team in answer all incoming telephone calls and transfer to the wider estate as appropriate.
- To work as part of the team to reply to all customer service emails through the CRM system, this includes requests for general information, information on upcoming events including ticketing related queries and some complaints.
- To maintain the knowledge article and templates on the CRM system to ensure they are always up to date and correct. To escalate as required and ensure they are signed off by the Guest Services Manager.
- To work with the Event & Hospitality Manager, and the Keeper of Palace & Collections to make sure information on CRM system is up to date.
- To maintain standard of Health and Safety in accordance with employer's instructions and current legislation.
- Carry out any other duties deemed necessary by your line manager.

**Skills & Knowledge:**

- Excellent leadership qualities.
- Excellent communicator
- Self-motivated
- Well organized with attention to detail
- Good time management and prioritization
- Positive attitude to flexible working arrangements

**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
- Ability to build relationships with the customers.

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- Pleasant and confident personality and ability to deal with tricky situations at times
- Previous experience with a CRM system is preferred but training will be given.

## **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