

Job Title: Customer Service Executive
Division: Gaming
Location: Fulham Green, London
Reporting to: Special Events Manager
BNC Ref: BNC161

Job Summary

The role will be working with the operation gaming team focusing on the delivery of customer service, logistical support for events and administrative duties. This role will be responsible for the delivery and administration of Building the Experience programme which delivers increased customer service levels to all our stakeholders.

Deliverables

- Programme Advisory. Working closely with the conference production team to create tailored invites to registered attendees highlighting specific areas of interest, communicating information via phone calls and logging all correspondence.
- Liaising with the relevant teams (conference production, delegate sales and exhibition sales) creating detailed timetables specifying planned liaison with client groups.
- Manage and build relationships with key accounts across the exhibition and conferences providing customer service calls and proactively engage and work with them to deliver increased ROI across the exhibitions and conferences. Reporting back to the Event Director and sales team on progress and issues.
- Working with the conference producers, marketing team and the Special Events Manager to deliver Ampersand and The Executive Network (TEN) programmes. Being an integral part of the Ampersand objectives and the main point of contact for the members, inviting them to sessions or events and sending out surveys. Informing TEN members of the programme, collating and sending responses, creating attendee lists and delivering high levels of customer service and proactively thinking of new ways to implement the TEN programmes across all events.
- Develop the customer service within the gaming team, being the main point of contact for any customer service queries and regularly updating the team on the customer service offering and developments.
- Creating FAQ's for the conferences and exhibitions. Develop a knowledge and understanding of the local areas in which the events are held, proactively seeking out the key accounts via phone calls and offering any assistance, such as booking restaurants for their clients and hotels.

- Assist the Special Events Manager to deliver a range of onsite extras and additional projects as and when needed such as, organising team meals, attending special events, managing guest lists and researching promotional giveaways.
- Perform certain administrative tasks such as issuing Visa invitation letters, updating and distributing new starter packs, ordering stationery, preparing onsite materials, collecting and distributing post, booking couriers and letter franking and general ad hoc tasks. Assisting the operations team by booking travel and hotel arrangements for staff and speakers.

Customer Service

- Providing help and advice to customers using our services
- Answering phones & managing operations inbox
- Communicating courteously with customers by telephone, email, letter and face to face
- Investigating and solving customers' problems, which may be complex or long-standing
- Handling customer complaints
- Keeping accurate records of discussions or correspondence with customers
- Producing written information for customers, often involving use of computer packages/software
- Writing reports analysing the customer service that we provide
- Developing feedback or complaints procedures for customers to use
- Meeting with other managers to discuss possible improvements to customer service
- Learning about our products and services and keeping up to date with changes
- Proactively seek out the stakeholder group and work with them to help them achieve objectives on site
- Updating websites, including updating website with new logos and ensuring information is up to date
- Managing and updating the networking tool
- Responsible for the delegate guide overseen by a senior member of the team
- Approving affiliates onsite
- Post show evaluation, analysis of VIPs, processes and customer services for event reports.
- Distributing post

Education and Experience

- Knowledge of customer service principles and practices

- Knowledge of relevant computer applications
- Knowledge of administrative procedures
- Numeric, oral and written language applications

Key Competencies

- A can do attitude
- Excellent communication skills - verbal and written
- Listening skills
- Problem analysis and problem-solving
- Attention to detail and accuracy
- Customer service orientation
- Adaptability
- Initiative
- Work in a fast paced environment
- Exceptional time management
- Proactive
- Confident phone manner
- Able to meet deadlines and resolve problems under pressure
- Prepared to work long hours in the lead up to an event

Customer service acts as the link between our customers and us. It ensures that customers are satisfied with the product or service, and so maintains profitable customer relationships.

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