

# **FALKIRK FOOTBALL CLUB**



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>COMMERCIAL EXECUTIVE - SUPPORTER SERVICES RETAIL, HOSPITALITY &amp; TICKETING</b>
<b>SECTION:</b>	<b>COMMERCIAL</b>
<b>SALARY/ SCALE:</b>	<b>£18K PA</b>
<b>CONTRACT TYPE:</b>	<b>FULL-TIME / PERMANENT</b>
<b>ACCOUNTABLE/REPORTS TO:</b>	<b>SUPPORTER SERVICES MANAGER / CEO</b>

## **JOB OVERVIEW**

To work within the supporter services department of Falkirk Football Club. Working alongside the Supporter Services Manager to help sell tickets, hospitality and retail items, providing excellent customer service at all times. Working as part of the wider commercial team, playing an important role in helping the club achieve its strategic objectives.

## **JOB PURPOSE:**

- The sales of tickets, hospitality and retail items to Falkirk supporters and the wider community
- To provide excellent customer service within the club shop, over the phone and through on-line communications
- To help coordinate and manage the hospitality suites on match days
- To manage hospitality bookings, payments and communications
- To professionally handle and process general enquiries
- To create, maintain and develop relationships with supporters and club partners

### KEY RESPONSIBILITIES:

- Ticket, hospitality and retail sales, both on-line and in store
- Hospitality administration including bookings, payments and enquiries
- Hospitality communications including review and feedback management
- Stock management within the club shop
- Merchandise and retail orders where required
- To help manage all general enquiries including in the club shop, over phone and on-line
- Administrative duties associated with ticketing
- Administrative duties associated with retail
- Website maintenance for the supporter services section of the site
- Working within the events team to support the smooth running of the club's events
- Support and cover function for commercial sales - advertising and sponsorship
- To provide excellent customer service

### ADDITIONAL RESPONSIBILITIES

- Match day hospitality duties welcoming guests and customer experience management
- Supporter, stakeholder and wider community activities as part of the club's community engagement strategy
- Marketing and promotional activities associated with supporter services
- Event ticket sales
- Event administration duties
- Such other duties as may be required from time to time by the Board of Directors and CEO

### KNOWLEDGE SKILLS AND EXPERIENCE:

- Customer service and/or hospitality qualification or similar is desirable however full training can be provided
- A passion for customer services

- A passion for football and/or sport
- Good organisational and administrative skills
- Good time-management strategies
- Appropriate IT skills in a range of packages including Microsoft Word, Excel etc
- Good interpersonal skills
- Passionate, enthusiastic and driven to succeed and progress in a customer service career

#### DEMANDS:

This is a post which requires an enthusiastic, customer services focussed individual which covers a broad spectrum of customer and supporter services. It involves flexibility in working hours, including working at Falkirk FC home games, given the nature of the business. The post also requires the individual to deal effectively with a range of partners, customers and stakeholders, demonstrating good judgement, pro-active problem solving and a drive to provide an excellent experience for everyone engaging with the club.

#### COMMUNICATION AND CONTACTS:

INTERNAL: Board of Directors, CEO, Supporter Services Manager, Commercial Manager staff at all levels, volunteers

EXTERNAL: Customers, partners, stakeholders, supporters, local businesses and the wider community

#### WORKING ENVIRONMENT:

The role is undertaken within the company offices at the Falkirk Stadium. A flexible working pattern, including regular weekend work is a requirement of the post.