

# **FALKIRK FOOTBALL CLUB**

## **PERSONNEL SPECIFICATION**

**POST: COMMERCIAL EXECUTIVE - Supporter Services - Ticketing, hospitality & retail**

---

<b><u>KNOWLEDGE/ SKILL</u></b>	<b><u>ESSENTIAL</u></b>	<b><u>DESIRABLE</u></b>	<b><u>SOURCE</u></b>
	<ul style="list-style-type: none"><li>• Ability to sell products and services</li><li>• Strong communication and interpersonal skills</li><li>• Ability to work alone and use initiative</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of professional football or sport</li><li>• Can demonstrate a good pre-existing knowledge of customer service provision</li><li>• Ability to welcome and host guests/ customers</li></ul>	<ul style="list-style-type: none"><li>• CV, interview</li></ul>
<b><u>EXPERIENCE</u></b>	<b><u>ESSENTIAL</u></b>	<b><u>DESIRABLE</u></b>	<b><u>SOURCE</u></b>

		<ul style="list-style-type: none"> <li>• Experience of working within hospitality or retail</li> </ul>	<ul style="list-style-type: none"> <li>• CV, interview</li> </ul>
<b><u>QUALIFICATIONS</u></b>	<b><u>ESSENTIAL</u></b>	<b><u>DESIRABLE</u></b>	<b><u>SOURCE</u></b>
		<ul style="list-style-type: none"> <li>• Qualification relating to customer service or hospitality</li> </ul>	<ul style="list-style-type: none"> <li>• CV, Certificates, references, interview</li> </ul>
<b><u>OTHER REQUIREMENTS</u></b>	<b><u>ESSENTIAL</u></b>	<b><u>DESIRABLE</u></b>	<b><u>SOURCE</u></b>
	<ul style="list-style-type: none"> <li>• Well-presented and have good communication and presentation skills</li> <li>• Customer service focussed individual</li> <li>• Friendly and approachable</li> <li>• Reliable and consistent</li> <li>• Helpful and positive attitude</li> <li>• Flexible attitude to working practices and demands</li> <li>• Responsible and trustworthy</li> <li>• Willing and able to make a positive contribution</li> </ul>	<ul style="list-style-type: none"> <li>• Pro-active approach to personal development</li> <li>• Ideally passionate/knowledgeable about football and particularly FFC</li> </ul>	<ul style="list-style-type: none"> <li>• CV, Interview</li> </ul>

