



Customer Services Assistant (p/t)

York Racecourse, multi-award winning and one of the leading racecourses in global racing, stages some of the best racing action in the world over a 18-raceday season from May to October. In addition to this, York Racecourse hosts a large number of other high profile events including conferences, trade fairs, banquets and exhibitions.

We seek an office-based Customer Services Assistant with a passion for friendly and efficient service via a number of channels to join our dedicated team for around 20 hours per week (with the possibility of more during the summer if desirable) on a flexible basis. The role would suit a computer literate person with strong communication skills seeking to fit work around their other commitments.

Working alongside the Customer Services Manager and deputising for them when required, responsibilities will include:

- Responding to customer queries in a professional and friendly manner via email, phone and face to face.
- Processing bookings and transactions via our in-house sales system.
- Liaising with our annual badgeholders on a range of matters including payments, reciprocal visits to other venues and keeping entry accreditations up to date.
- Providing cover for reception including managing deliveries, post and ensuring smooth internal communications.

The ideal candidate will have:

- Experience in a customer service environment.
- Exceptional communication skills with a wide range of people.
- A naturally welcoming, friendly and efficient manner, with the communication and interpersonal skills necessary to act as an ambassador for York Racecourse and build relationships at all levels.
- Confidence in using computer-based booking and administration systems.
- Enthusiasm to learn and being prepared to 'jump in' and undertake a wide range tasks and to help others as part of a small, busy team.
- Willingness to work flexibly at times.

In return, we offer a competitive salary and attractive benefits including pension, holiday and time off in lieu, life cover (DIS) and racecourse-wide discretionary bonus scheme.

To apply please email your CV and covering letter, including remuneration details to Chris Ward:

Email chris.ward@yorkracecourse.co.uk

Strictly no agencies please.