



ROYAL  
OPERA  
HOUSE

## **JOB DESCRIPTION**

- Role / Title:** Customer Services Assistant Manager
- Reports to:** Customer Services Manager
- Liases with:** Visitor Experience teams, Company of Cooks, Royal Opera and Royal Ballet Companies, Chief Executive's Office, Development & Enterprises, Audience and Media, Business Affairs
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### **Background:**

The Royal Opera House welcomes audiences to performances of ballet and opera and participants in its Learning & Participation programme in excess of 1 million per year. Our aim is to ensure that we continually focus on being an externally facing organisation that puts customers at the forefront of service design. The Box Office team are often the first point of contact for our visitors and potential visitors, therefore the customer service delivered by this team must be exceptional. The Customer Services section are responsible for ensuring that all feedback is reported, investigated and resolved in a timely fashion.

Across the entire Visitor Experience department, the focus is on ensuring three key deliverables:

- A consistent excellent level of customer service
- A responsive approach in the use of resources to ensure service and safety standards are met whilst optimising efficiency and cost effectiveness
- A positive and supportive experience for all members of the team

### **Overall Purpose of the Job:**

- To assist the Customer Services Manager in setting and monitoring standards of response to ensure a consistently high quality of response in line with the Visitor Experience strategy.
- To coordinate a responsive and timely customer service to audiences and visitors giving ROH feedback via a range of channels and through various contacts and departments of the organisation.

## **Key Accountabilities:**

### **Feedback Response**

- To collate and respond to feedback received via all contact channels and via other colleagues and departments. ensuring a timely and accurate response and follow-up.
- To personally respond to feedback in a positive, consistent, courteous and informed manner; to investigate and resolve customer's problems and where appropriate collate information from various internal sources to do so. To effectively delegate and manage others within the Visitor Experience team to carry out these tasks ensuring standards are maintained.
- To assist the Customer Service Manager in developing template responses that provide consistent information but are readily adapted to ensure a specific response; to share these with colleagues.
- To effectively manage and record any financial and non-financial compensation required to resolve customer issues, ensuring that authorisation is sought from the Customer Service Manager. This might include tickets to General rehearsals, vouchers for items and when required, refunds.
- To provide support and advice to others in the organisation who are responding directly to their stakeholders' communications in relation to the Visitor Experience.
- To collaborate with and advise colleagues in non-Visitor Experience teams who receive customer feedback.
- To use the Royal Opera House CRM system to proactively log customer issues.
- To ensure that any sensitive issues noted via customer complaints and feedback are escalated to the Customer Service Manager, or in their absence, any relevant head of department.
- To assist with, customer feedback to the Chief Executive's Office by drafting responses and/or providing background information.
- To compile feedback statistics and other data to help determine trends in feedback and to monitor our response;
- Raise specific feedback issues with line managers within Visitor Experience for further investigation.
- Ensure positive feedback is relayed to managers, individuals and teams and appropriately recognised and celebrated

### **Training**

- To assist the Customer Services Manager, where required, in the coordination of training staff in consistent ROH customer service values and standards within the Visitor Experience team.
- To assist in monitoring staff performance in customer service and recommending re-training where required including coaching sessions to ensure consistent standards amongst staff working in Visitor Experience.
- Collaborate with the Visitor Experience management team to support staff in delivering the best possible customer service.

**Other**

- Be a committed and confident communicator about the ROH as a charity and to seek ways to encourage membership and philanthropy via staff teams and in the public spaces of the building.
- Contribute to ensuring the Visitor Experience team is recognised as being a positive and helpful department internally and externally.
- Proactively demonstrate a commitment to the Royal Opera House's Diversity and Inclusion strategy.
- Ensure all public areas are presented at their best and report/escalate any issues to relevant teams promptly.
- Deputising for the Customer Services Manager at meetings where required.
- Any other reasonable duties regarding the effective running of the department, as and when required.

**Note:** This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

## **PERSON SPECIFICATION:**

### **Minimum Skills, Knowledge and Experience:**

- Positive role model for customer service and visitor experience
- Experience of resolving customer issues and/or dealing with customer feedback
- Strong communication skills in all forms; an ability to represent senior personnel in the response to customer feedback
- Close attention to detail and ability to work to deadlines; a systemised approach to managing tasks and priorities
- Creative approach to problem solving
- Ability to record, format and structure data records for analysis;

### **Other Essential Skills, Knowledge and Experience**

- Appreciation of confidentiality when dealing with sensitive data; knowledge of the provisions of PCI and GDPR compliance in relation to financial transactions and data protection
- Financially confident in maintaining records
- Experience of training staff in customer service
- Experience of using Word and Excel

### **Desirable Skills, Knowledge and Experience:**

- Experience of using Tessitura
- Experience of using SharePoint
- Interest in the arts

