



# ROYAL OPERA HOUSE

## **JOB DESCRIPTION**

**Title:** Customer Service Administrator, ROH Retail (Fixed-term seasonal contract)

**Reports to:** Online Manager, ROH Retail

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### **Main Purpose of the Job**

1. To provide a very high level of service to enquiries and orders for our online and phone customers
2. To gain a thorough understanding of the product ranges, priorities, procedures and standards for ROH Retail
3. To provide administration support to the management of the online Shop site
4. To support a culture of collaborative team working and cross-team working
5. To contribute to a culture of continuous learning and continuous improvement

### **Main Responsibilities**

Working to the priorities set by the Online Manager, ROH Retail:

#### **Sales Support and Customer Service**

- Provide a reliable, responsive and professional service to online, webchat and phone customers, with timely follow up for any queries
- Prepare emails and written communications for customers and suppliers, with accurate transcription of customer details, stock requirements and order numbers
- Develop good proficiency with all in-house systems, shared information systems, databases and CMS tools
- Support the online team with order monitoring, checking stock availability and order processing
- Follow through on any customer queries, which require further information gathering, and provide a resolution and response
- Promote the charitable status of the organisation to our phone and email customers
- Uphold all department standards and procedures for PCI and GDPR compliance in dealing with card payments and customer data
- Respect confidentiality for all information in the department regarding pricing, margins, sale dates, products and suppliers
- Follow and maintain department standards and procedures for health and safety requirements, including Risk Assessments

- TalkDesk – Deal with all customers enquiries via the telephone, help with order issues and take customer orders over the telephone
- ROH Inbox – Deal with all customers enquiries via email
- Work with the CSA on weekly sales reports, collecting customer feedback and TalkDesk data

### **Online Shop and Product Knowledge**

- Develop good understanding and overall product knowledge of the Royal Opera House product range, and awareness of timelines for release dates for new ranges or new stock
- Develop good overall knowledge of inventory and stock management processes and support any reporting requirements
- Undertaking training on Shopify (our Online platform)
- Good communication with the online and shopfloor teams when updating orders. Investigate and resolve customer order issues. Process order updates, online refunds and exchanges.
- Work with the Buying and Merchandising Assistant with inventory adjustments
- Process shipping labels and book couriers via DHL portal
- Work closely with the Post room / Couriers

### **Workload Management and Teamwork**

- Plan own time based on good understanding of lead times and team objectives in order to prioritise activities effectively and manage a busy workload
- Take initiative in following up on customer and supplier queries, requests and routine matters
- Ensure all key deliverables are met consistently, working to a high standard
- Demonstrate honesty, integrity and reliability across all aspects of the role
- Undertake other administration duties as required to support the activities of the retail team and Online Shop
- Work collaboratively with other team members and other departments

### **Continuous Improvement**

- Contribute to a culture of innovation and continuous improvement
- Support a culture of collaborative team working and cross-team working
- Keep in touch with sector and retail developments, news and innovations
- Manage own learning and continuous professional development relevant to the role
- Uphold the ROH Values and Behaviours: Treat each other with **R**espect - Be **O**pen - Value the **H**ighest standards; and support our goals for diversity and inclusion
- Undertake any other duties that may be reasonably required

## **PERSON SPECIFICATION**

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

#### ***Sales Support Services***

- Some experience supporting a retail or sales environment with customer service support to online, webchat and phone customers
- Confident, helpful manner and consistent high level of customer care and service
- Good written skills for preparing emails and written communications with customers and suppliers, with accurate transcription of customer details, stock requirements and order numbers
- Highly proficient Microsoft Office user, including intermediate Excel, with good ability and willingness to learn new systems, databases and CMS tools
- Numeracy and accuracy in order monitoring, checking stock availability and order processing
- Ability to follow department standards and procedures for PCI and GDPR compliance in dealing with card payments and customer data
- Ability to follow department standards and procedures for health and safety requirements
- Experience using Shopify and TalkDesk (desirable but not required)

#### ***Online Shop and Product Knowledge***

- Ability and interest in learning software for web page updating
- Ability to gain product knowledge of the Royal Opera House product range
- A commitment to understand the product ranges, categories and new products as these evolve

#### ***Workload Management***

- Ability to manage own time effectively and use initiative in a busy customer service role
- Ability to work unsupervised and take initiative in following up on queries, requests and routine matters
- Commitment to delivering a high standard of work
- Reliability and ability to sustain a good track record of attendance and timekeeping

#### ***Teamwork***

- Team player and ability to support a strong team ethic
- Clear communicator, able to relay information with care and accuracy
- Honesty and high level of integrity
- A commitment to providing an inclusive environment to colleagues and customers

#### ***Continuous Improvement***

- Ability to work to and support a culture of continuous improvement
- Commitment to managing own learning and continuous professional development relevant to the role
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment

#### ***Job requirements***

- Flexibility to work varied hours as required
- Good weekend availability
- Availability to work Black Friday/Cyber Monday weekend and the run up to Christmas

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

