



Silverstone Circuits Ltd
Job Description

Job Title:	Customer Service Executive
Reporting to:	Head of Customer Services
Department:	Contact Centre
Contract Type:	Fixed term until 30 th September 2019

Silverstone is home to the British Grand Prix and is an iconic and globally recognised brand with a glorious heritage. Ambitious plans have been agreed for an evolutionary transformation for the venue with numerous other revenue streams coming online – including a purpose-built hotel, event track hire and commercial growth outside of motor sport.

The role will be based within the circuit in modern purpose-built offices which actually overlook the track itself! The business is a fast-paced events and leisure business with a commercial and people-orientated culture.

If you think you have the right skills and attitude and want to join the Silverstone family, please apply today!

Job Purpose

To be a proactive member of the Contact Centre team which offers a 7 day service with the responsibility of meeting the Company's customer service sales targets by ensuring all calls are answered promptly and in a sales focused and customer centric manner.

Key Accountabilities:

1. Answer phones professionally and persuade customers to purchase a product or extra service
2. Respond to customer service enquiries by providing accurate product and service information
3. Research customer required information using available resources and follow up customer calls where necessary
4. Handle and resolve customer complaints within role boundaries
5. Process orders, forms and applications
6. Identify and escalate priority customer issues
7. To complete ad hoc administration tasks as requested and recommend improvements
8. Achieve monthly and quarterly sales targets



Key Relationships

Head of Customer Services, Contact Centre team members, external and internal customers

Knowledge and Skills

- Excellent sales and customer service skills.
- Experience within a sales environment essential, either face to face or call centre based.
- Proven ability to both up sell and promote the company meeting department and individual targets.
- Good communicator with excellent listening skills and telephone manner.
- Good knowledge of Windows packages (Word/Excel) and use of the internet.
- Flexible approach to working hours
- UK driving licence

To apply for this role, please email your CV and covering letter to recruitment@silverstone.co.uk