



JOB DESCRIPTION

Job Title:	Customer Support Officer	Reports To:	Front of House Coordinator
Department/:	Front of House	Job Code:	CSO-01
Salary Frequency:	Monthly	Position Type:	Contract
Supervises:	N/A		

Definition

The Customer Support Officer manages the Queen’s Hall Ticket Solution System in accordance with the Standard Operating Procedures issued by Management. He/ She will also provide support to customers via the phone, emails, text or instant messaging. He/ She must be computer literate with exceptional interpersonal skills and professionalism. This position reports directly to the Front of House Coordinator.

Important & Essential Duties

- Administer the QH Ticket Solution System in accordance with the SOPs including but not limited to setup events, create and configure tickets, set seat maps and prepare summary reports.
- Assist with troubleshooting and diagnosing issues that relating to QH Ticket Solution System
- Seek the support of the IT department with resolving networks, diagnosing system errors and other computer issues that may occur.
- Prepare scheduled reports on Ticket Solution System as prepared by the FOH Coordinator
- Providing a range of Over-the-Phone (OTP) services which include answering customers’ questions and addressing their complaints, as well as providing guidelines for ticket purchasing.
- Receive and handle calls, emails, text messages or instant messages from customers relating to Ticket Solution and re-route unrelated calls appropriately.
- Identify issues to verify if a customers has previously experienced a problem, and determine the best course of action.
- Escalate difficult or complex issues to FOH Coordinator.
- Alert support staff in event of equipment malfunction or system failure.
- Maintain proper records of all interactions with customers on a Call-Centre-Database.
- Following up with customers to ensure full resolution of issues.
- Generate weekly reports to capture customer complaints, compliments and FAQs
- Maintain a customer-focused attitude when handling calls to ensure customers are completely satisfied.

- Any other related tasks issued by the FOH Coordinator

Job Related and Essential Qualifications:

Knowledge of:

- Microsoft Office Suite
- Experience with Network Repairs and Analysis (will be an asset)

Ability to:

- Ability to troubleshoot and diagnose problems, familiarity with Microsoft Excel, Access and Publisher.
- Writing and Editing Skills
- The ability to balance and prioritize multiple projects and remain calm under pressure.
- Make administrative / procedural decisions and judgements
- Be reliable, diligent and dedicated
- Use initiative
- Efficiently communicate with clients
- Demonstrate sound organisational and coordinating skills
- Work in teams, use initiative and maintain confidentiality.
- Plan, prioritize and multi-task.
- Pay attention to detail and accuracy.
- Be diplomatic, polished and professional.
- Understand and follow both oral and written instructions.
- Be professional at all times.

Qualifications and Experience

- Associates Degree in Business, IT, Arts or any other related field.
- Minimum of five (5) CXC passes inclusive of English and Mathematics.
- At least four (4) years' experience with at least two (2) years in customer service
- Any equivalent combination of skills and training.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.