

# Northwest Arena

**Title:** Customer Experience Coordinator

**Reports To:** Executive Director

**Department:** Administration

**Status:** Full-time Hourly, Eligible for Benefits

## POSITION SUMMARY

The Jamestown Center City Development Corporation (Northwest Arena) is searching for a motivated and experienced customer experience coordinator to lead our customer-facing operations. The goal will be to provide outstanding customer service to our clients by developing effective customer service procedures, programs, and setting customer satisfaction goals.

To qualify for the role, the ideal candidate will have proven experience working in a customer service position, with excellent knowledge of the latest industry trends and techniques. In addition to being an excellent communicator (written and verbal), you will also demonstrate strong leadership and interpersonal skills.

Candidate will be responsible for providing customer service to the public by processing transactions, handling client questions and concerns, as well as providing administrative and program support to management staff. This position is responsible for leading and motivating all customer-facing staff, maintaining the security of the facility, responding to incidents, emergencies, and enforcing facility rules.

## PAY, HOURS & BENEFITS

This position will work full-time on a flexible basis that includes nights and weekends. This is a benefit-eligible position offering:

- Paid holidays, vacation time and sick/personal days
- Eligibility for retirement plan after one year of employment
- Health, Dental and Life Insurance

## DUTIES AND RESPONSIBILITIES

- Work with the Northwest Arena management team to develop effective customer service procedures, programs, and setting customer satisfaction goals.
- Train and hire additional Front Desk staff
- Weekly scheduling of Front Desk Birthday Party, and Skate Host staff
- Perform customer scheduling and registration operations as well as point of sale transactions using Northwest Arena software to process customer transactions. (EZ Facility and Square POS.)
- Respond to telephone, in-person, and email inquiries from customers regarding scheduling, registration, programs, rentals, and facilities in a prompt and accurate manner.
- Resolve concerns and seek solutions professionally.
- Maintain the Front Desk registers and make deposits according to Arena guidelines.
- Perform general administrative support functions and manage administrative projects at respective location, which may include compiling program material, booking room rentals and programs, assisting with data entry and mailings, proofreading program guide and other written material, maintaining databases and electronic files, generating reports.

- Provide program support to staff by anticipating the needs of staff and instructors and provide them with the necessary support to run a program; may include printing program rosters.
- Monitor building signage and information displays to ensure information is current.
- Monitor people coming and going to/from the building
- Enforce facility rules

## **QUALIFICATIONS**

- High school diploma or equivalent. A college degree is preferred.
- Strong verbal and written communication skills
- Proven problem-solving and incredible customer service skills are an absolute must.
- Ability to exercise good judgment and function within broad guidelines with minimum direction.
- Ability to present ideas and recommendations in a clear, concise manner.
- Proficiency with Microsoft Office Suite (Outlook, Word, Excel) and other software programs.
- CPR/AED Certification or ability to obtain within six (6) months of hire
- Valid New York State Driver's License

## **ESSENTIAL FUNCTIONS**

Work is performed mainly in an office setting. Must be able to remain in a stationary position 50% of the time, alternating between sitting and standing throughout a shift. May work in the ice arena with exposure to cool conditions. The employee frequently communicates with customers who have inquiries about the Northwest Arena's facilities and operations. Must be able to exchange accurate information in these situations and convey care and empathy when required. Must be able to operate a computer, calculator, printer, and other office equipment. The person in this position may occasionally lift, transport, and/or move up to 25 pounds, primarily as it relates to setting up things like tables and chairs for events and rentals or processing packages and shipments. This person must be able to observe and identify people coming and going from the facility and use their judgement to assess interactions between customers. This person may have to position themselves to maintain storage areas, particularly of office supplies, ensure computers, monitors, and other point of sale and customer service equipment is operating properly, including under desks.

*\*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

**Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.**