

## Job Description: Temporary Customer Coordinator - 6 Months (MC570)



**Department:** Triumph Adventure Experience

**Job role overview:** This is an exciting opportunity to work for a global organisation as a Customer Co-ordinator involved within the motorcycle industry, this is a critical position within the Triumph Global Adventure Training Academy, the post and person is the first communication a customer will encounter, it is vital we leave our customers with a memorable and professional experience to build from. The successfully candidate can look forward to exciting times within a great organisation, with plenty of opportunities.

We are seeking a Coordinator to join our team. The ideal candidate will be responsible for coordinating Adventure training and Experience activities, ensuring smooth operations, and maintaining high-quality standards. Working with a small team of people to delivery exciting Off Road adventure Motorcycling activities ranging from Experiences. training and adventure holidays.

**Report to:** Triumph Adventure Experience Operations Manager

**Location:** Ystradgynlais, Wales

### **Duties and Responsibilities:**

- Manage the Triumph Adventure Experience - Email Inbox Customer bookings.
- Customer bookings, Dealer bookings and Voucher bookings.
- Look after the payment tracker, Calendar updates, Event register, Event certificates.
- Raise event paperwork and liaise with event team to ensure event preparation are completed and in place.
- Work with the team to address all customer information, updates, Clothing requirements and payments.
- Be available to cover events within the centre and externally at the Motorcycle shows and festivals. (NEC, London and the ABR festival)
- Be able to prepare hire clothing for event and help manage the hire clothing turnover and stock.
- Raise purchase orders and deal with suppliers and liaise with our accounts department.
- Help the team with event preparations, this could be preparing event boxes, cleaning the centre or managing the paperwork etc.
- To undertake and assist with projects as required by your Manager.
- Any other ad-hoc duties as required by your Manager.

Hours of work will be flexible with some weekend work required including Sundays.

## Person Specification: Temporary Customer Coordinator - 6 Months (MC570)



	Essential	Desirable
<b>Qualifications and Attainments</b>	<p>Maths and English GCSE grade C or above.</p> <p>Car Drivers License</p>	<p>Motorcycle License</p>
<b>Professional Experience and Skills</b>	<p>Proficient in Microsoft Packages including Excel, Word and Outlook.</p> <p>Excellent communication skills</p> <p>Experience working with a CRM system</p>	<p>Previous experience of working within a customer service role</p> <p>Previous experience within an automotive environment</p>
<b>Personality and Motivation</b>	<p>Self-motivated and resilient. Flexible and adaptable. Able to take instruction and work under pressure. Excellent communication skills, clear and concise written and verbal skills</p>	
<b>Appearance and Characteristics</b>	<p>Well presented.</p>	
<b>Circumstances</b>	<p>Able to be flexible on working hours and days.</p> <p>Flexible to work at numerous locations and able to attend shows.</p>	