

# Job Description

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## Sales & Customer Care Coordinator

**Job Title:** Sales & Customer Care Coordinator

**Reports to:** Ticketing Manager

**Working location:** Head Office, Waterloo, London

**Working Hours:** 40 hours per week

**Pay rate:** £29,500 per annum

**Pension:** Company Pension Scheme available

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### Overview

An exciting opportunity has arisen for a Sales & Customer Care Coordinator to join The Path Entertainment Group and work across our London experiences, *MONOPOLY Lifesized* and *The Paddington Bear Experience*. In this role, you will work with both the Sales & Ticketing team and the Groups team to ensure the highest standards of customer care are maintained and have a committed work ethic.

We're looking for a detail-oriented person with strong administration skills, adept at processing a high level of enquiries whilst maintaining seamless communication amongst colleagues and customers alike. You'll need a confident phone manner, working efficiently whilst offering a personal touch and care with each customer enquiry.

### Duties Include

#### **Revenue, Sales, and Controls**

- As part of the Sales and Ticketing department, cover the Box Office and Groups email inboxes and phone lines when needed.
- Assist the Groups team with the receiving and initial processing of groups and corporate enquiries as required.
- Ensure our ticketing practices operate in accordance with policy, procedure, marketing strategy and general good practice.

#### **Customer Care:**

- Ensure the highest level of customer experience at *MONOPOLY Lifesized* and *The Paddington Bear Experience*, and any other future Venues and Attractions by The Path Entertainment Group, in conjunction with the General Manager and Welcome Host team.

- Assist customers and corporate clients through the various stages of the booking process; making, amending and cancelling bookings as necessary.
- Where required, notify Welcome Hosts and ticket agents of any cancelled performances, or amended performance times. Ensure customers are contacted promptly, courteously, and efficiently.
- Be the first point of contact for our diverse customer base, ensuring that all manner of customer queries are handled efficiently.
- Proactively contact customers as required to ensure they receive their pre- and post-visit emails, plus any additional communications.
- Liaise with line manager to resolve issues arising from dissatisfied customers, reaching satisfactory outcomes.
- Work with line manager on maintaining company-wide customer care standards.
- Monitor our online reviews across various platforms, reporting and responding as necessary.

#### **What we offer you:**

- An exceptional role within a fast-growing, progressive company with opportunities to grow & develop.
- Company pension.
- Flexibility to progress within the business and move between all of our venues.
- Close to local Transport (Bus, Tube, Overground).

#### **Equal Opportunities**

The Path Entertainment Group will not discriminate on the basis of sex, race, marital status, disability, age, part-time or fixed-term contract status, sexual orientation or religion in the engagement of personnel.

#### **Confidentiality**

Whilst working for the Company there will be access to a wide variety of confidential information concerning the Company, Customers and Team members. It is vital that all such information remains confidential and must not be disclosed to anyone outside the Company unless otherwise stated. Please refer to the Handbook for full policy details.

#### **Any other information**

This job description is intended to illustrate the main duties and responsibilities of the job. It is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature maybe added on a temporary or permanent basis, as appropriate for the expansion of the business.

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To apply, please email a copy of your CV and Cover Letter to [justin.gamblin@gamepathents.com](mailto:justin.gamblin@gamepathents.com). For more information please visit [www.pathents.com](http://www.pathents.com)