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| ***Match Day Heat Press Technician*** | |
| ***Department*** | *Retail* |
| ***Location:*** | *St James Park, Exeter* |
| ***Reports to:*** | *Shop Supervisor* |
| ***Core Team Relationships:*** | *Head of Ticketing & Retail, Match day Retail Staff* |
| ***Main Purpose*** | *To support the match day shop supervisor with shirt printing and other retail duties.*  *Provide an excellent level of customer service ensuring customers leave having had a positive experience and any issues/complaints are resolved.* |
| ***Role Summary:*** | *This role requires:*   * *The ability to multi-task under pressure in a busy working environment.* * *Able to work independently and show initiative or to follow instruction as directed by line manager.* * *The heat press machinery requires a level of upper body strength. Also be able to stand on their feet for 4 hours*   *The key responsibilities of this role are:*   * *Ensure excellent levels of housekeeping as front of house first impressions are key.* * *Work quickly and efficiently to complete customers printing requests.* * *Maintain a tidy and professional working area* * *Assist with replenishment of stock during the game.* * *Ensure that stock is displayed in a professional and orderly manner.* * *End of shift report/ update to Manager in relation to customer enquiries, requests, and complaints* * *Ensure loss prevention measures are adhered to* * *Provide a warm and friendly welcome to all customers. Remain neutral when discussing matters relating to club*   ***Company Policy & Best Practice:***   * *Comply with all company policies and procedures and always maintain the highest standards and confidentiality.* * *Ensure compliance with all up-to-date health and safety regulations and procedures maintaining safe working practices and conditions.* * *Leading by example to deliver excellence across all areas of the company.* * *Promote and implement good practice and positive engagement with customers and colleagues which a culture that builds a satisfied and motivated workforce that results in minimal attrition.* * *Attend any company training as required.* * *Carrying out any additional activities/duties identified as necessary for the role.*   *This Job description should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in consultation in the light of the changing business needs* |
| ***Measures of Success***   * *Efficiency of processing customers printing requests* * *Positive customer feedback* | |
| ***Qualifications/Experience/Knowledge required*** | * *Please see person specification* |