

Job Title	<i>Coordinator, Experience</i>
Reports To	<i>Manager, Experience</i>

Job Purpose

The Coordinator, Experience is responsible for the day-to-day management and execution of customer communication via e-mail, phone and chat for all CEM owned and produced events. This role supports and provides valuable and effective customer service for all the Company's events and constituents including participants, event staff, volunteers, contractors, vendors, sponsors, exhibitors and clients.

Full-Time

Non-Exempt

Duties and Responsibilities

Customer Experience

On-going:

- Lead the hiring, training and management of part-time customer service representatives
- Professionally handle incoming requests from customers and ensure that issues are resolved both promptly and thoroughly
- Thoroughly and efficiently gather customer information, access and fulfill customer needs, educate the customer where applicable to prevent the need for future contacts with the office and document interactions through contact tracking
- Provide quality service and support in a variety of areas
- Connect with customers and verify account information
- Troubleshoot customer issues over the phone
- Use automated information systems to analyze the customer's situation
- Handle issues in the best interest of both customer and company
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer's experience
- Provide timely and accurate information to incoming customer order status and event knowledge requests
- Train and work with temporary customer service staff
- Provide timely feedback to the company regarding service failures or customer concerns
- Partner with the team to meet and exceed customer's service expectations
- Compile and generate reports as they relate to customer service; and provide reports of customer service issues at all weekly staff and recap meetings
- Review/edit written communications to participants for content, clarity, simplicity and grammar: (forms, guides, programs, instructional emails, e-newsletter, etc.)

Post-race:

- Receive and clarify participant race results issues, complaints and inquiries for race results team

- Work with team members to review customer service issues and trends for event staff, volunteers, contractors, vendors, sponsors, exhibitors and clients
- Work with team members to track and manage Lost & Found program and items.

Race Weekend:

- Track and fulfill participants' material (medals, apparel, books, posters) and informational requests
- Provide Customer Service support at Abbott Health & Fitness Expo, packet pick-up facilities, onsite registration, etc.
- Race Day: assist with guest services/relations, international guest relations and Information Teams
- Collaborate with Participant Services, Information Technology, Communications, and Charity/International teams on planning

Registration Administration

- Support guaranteed entry management: provide registration instructions and entry codes to guaranteed entry recipients, ensure registrations are complete and follow-up as needed
- Support processing of event corral assignments: validation of runner finish times, update registration records with corral assignments
- Assist with support of time qualifier registration
- Packet prep assistance: assist with setup and volunteer management
- Assist with testing new tools of event registration systems

Participant Programs Support

- Support Manager, Participant Programs by managing registration of 100 pacers
- Assist Manager, Experience in development and enhancement of participant Pace Team experience based on input from Manager, Participant Programs
- Assist in packing of pace team kits as needed by Manager, Participant Programs
- Support Manager, Experience by managing outreach to corporations for registration
- Help coordinate registration solution for group, corporate and sponsorship registration

Project Management Assistance

- Provide assistance to Manager, Experience on project management duties as assigned for new/developing CEM owned and/or produced events, currently this includes: The 1-Mile event, the Relay event, the BTN Big 10K, the Advocate Health Care International Chicago 5K and the Bank of America Chicago Half Marathon.

Data Analysis

- Facilitate an organized system record-keeping for customer service tasks and issues (Zendesk)
- Work with 3rd-party vendors and social media teams providing event customer service on our behalf, gathering relevant data to include in our overall reporting
- Make data-driven recommendations to customer service responses and participant-facing website, FAQs and email communications

- Analyze customer service trends throughout the calendar and event cycles and provide consistent reporting to company management

Qualifications/ Requirements

- Highly developed sense of integrity and commitment to customer experience
- Demonstrated passion for excellence with respect to treating and caring for customers
- Ability to communicate clearly and professionally, both verbally and in writing
- Pleasant, patient and friendly approach to problem solving
- Strong decision making and analytical abilities
- Attention to detail
- Possess a strong work ethic and team player mentality
- Multi-lingual skills a plus

Education/Experience

- College degree preferred
- 1-2 year of event production experience preferred
- Minimum of 1 year of customer service experience/management
- Working knowledge of venue ticket operations including: ticket builds, event management, box office settlement, seating, ticket allocations, etc.
- Some Entertainment/Hospitality field industry experience
- Experience with online registration and/or ticketing software

Working Conditions/Physical Requirements

- Moderate walking, standing, prolonged sitting, bending, kneeling, and reaching.
- Work is performed primarily in an office setting
- The employee must occasionally lift and/or move up to 25 pounds
- Ability to travel as required

Approved by: <i>Signature & Title</i>	
Date approved:	
Employee Acknowledgement:	