



Job Title	<i>Assistant, Customer Service</i>
Reports To	<i>Manager, Customer Service</i>

Job Purpose

The Assistant, Customer Service is responsible for organizational and administrative tasks that support the Customer Service and Communications functions of the organization. The Assistant, Customer Service is responsible for providing day-to-day customer service communication via e-mail and phone for all CEM business operations, 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, charities, international tour partners, exhibitors, and clients.

This role is designed for a person with experience and interest in customer engagement, community engagement, and volunteer management. This role is expected to bring new ideas to help foster and create unforgettable experiences for all customer service initiatives and identify ways to enhance the overall experience of the events managed or produced by the Company. This position reports to the Manager, Customer Service and will be assigned projects and tasks from the Communications and Customer Service management team.

Part-Time

Non-Exempt

Duties and Responsibilities

Customer Service Support

Responsibilities

- Act as a liaison between customer service and other CEM teams, supporting the team as needed
- Partner with the team to meet and exceed customer's service expectations through communication content
- Work with Manager, Customer Service on providing day-to-day support for responding to participants via email, phone, etc.
- 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
- Handle issues in the best interest of both customer and company
- Work with direct supervisor and appropriate team members to identify and provide innovation to team with a Service-First mindset
- Support the development of daily and weekly reports by capturing data and analytics that could help identify trends and lead to future data driven recommendations for improving productivity, efficiencies, and opportunities, i.e., customer engagement, retention, marketing, sales, and sponsorship

- Provide administrative support for other CEM teams, programs and events (ex. Charity Partner Program Support).
- Staff pre-, during and post event executions and activities
- Other duties as assigned.

Event Week Management

- Provide day to day management of event related on-site event customer service as directed by Manager, Customer Service
- Keep accurate records that document and track customer service actions and issue resolutions during an event
- Responsible for escalating issues to Manager, Customer Service timely as matters arise
- Track and fulfill participants' material (medals, apparel, books, posters) and informational requests
- Assist with Customer Service support at expo, packet pick-up facilities, onsite registration, as applicable.
- Assist with event related participant services as directed by Manager, Customer Service

Qualifications/ Requirements

- Passion for event production or endurance sports/industry.
- Excellent analytical skills with strong attention to detail
- Ability to work well with a diverse group of staff and volunteers
- Strong customer service skills with high attention to detail
- Strong planning, organizational, and follow up skills
- Strong problem solving and decision-making skills
- Communicate effectively with participants, peers, and management
- Ability to present new ideas and improvements
- Dependable/adaptable and flexible
- Ability to multi-task and excel in a fast-paced, deadline driven environment
- Demonstrated competency with Excel, Google Sheets, PowerPoint, Access & Outlook

Education/Experience

- Customer service experience in either a call center environment or a dedicated customer service department
- Embraces change and acts on suggestions to improve processes and service levels
- Maintains a strong customer service ethic, by demonstrating a positive approach toward the customers' needs
- Must be a strong team player and enjoy supporting others to "get things done"

Expected Work Schedule

- 20 hours/week distributed Monday – Friday, with periodic weekend events.
- Staff work in-person at the Chicago Event Management office in Chicago, IL, with the opportunity to work remotely as discussed and agreed upon with the Manager, Customer Service. Company policies are subject to change as set forth in the Company handbook.
- During the weeks preceding an event, anticipated hours will increase and be established in advance based upon event need.

Working Conditions/Physical Requirements

- Moderate walking, standing, prolonged sitting, bending, kneeling, and reaching.
- Work is performed primarily in an office setting; event work is performed outside and offsite
- The employee must occasionally lift and/or move up to 25 pounds

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

Updated 12/08/2021