



## Ourea Events | Job opportunity

<b>Job title:</b>	Customer Services Manager	<b>Position type:</b>	Full time 40hrs/week
<b>Anticipated start date:</b>	June 2021	<b>Date posted:</b>	10 <sup>th</sup> May 2021
<b>Location:</b>	Kendal, Cumbria	<b>Level/Salary range:</b>	£24,000

### Applications

**ACCEPTED BY EMAIL WITH COVERING LETTER AND CV:**

[jobs@oureaevents.com](mailto:jobs@oureaevents.com)

**DEADLINE:**

3<sup>RD</sup> JUNE 2021

### About Ourea Events

We're the small (9-person) permanent staff who organize the UK's most challenging off-road running events including the Dragon's Back Race®, Cape Wrath Ultra®, Salomon Skyline Scotland®, and the SILVA Great Lakeland 3Day™. We work year-round, primarily from a rural office near Kendal, and our passion is the outdoors.

### Job description

The role incorporates a variety of tasks with a significant bias to customer services and we are looking for a proactive individual who can champion this remit in particular. The successful candidate will need to be an excellent communicator and the role will particularly suit someone who is highly approachable and enjoys interacting with a variety of people.

#### ROLE AND RESPONSIBILITIES

- Customer services
  - Leading on customer services including answering emails, the office phone, social media inboxes.
  - Proactively identifying ways in which we can constantly improve our customer services offerings (e.g. experience of using ticket-based/CRM solutions?)
  - Working with the Marketing Manager to regularly share customer insights.
  - Day-to-day entries management and ensuring accuracy in preparation for feeding into systems ahead of events including preparing for and managing event registration.
  - Elite-athlete entry coordination.
- Event team
  - Managing volunteer and paid event team recruitment.
  - Coordination of event team administration prior to events.
  - Managing communications with the event team.
- Office
  - HR coordination and admin using our HR system.
  - Coordination of office/site supplies, rotas, and general organisation.
- E-commerce
  - Managing inventory of stock across both our website and physical (e.g. our event shops) retail platforms.
  - Fulfilling orders placed through our online shops.
  - Coordinating relationships with couriers/mailling services including managing regular office post runs.

**MANDATORY**

- Experience in customer services.
- Excellent attention to detail and highly motivated and proactive individual.
- Intermediate Excel proficiency.
- Will be required to use their own vehicle for approx. weekly/bi-weekly post office runs.

**DESIRABLE**

- Experience of managing race registrations and using SiEntries.
- Experience of using customer relationship management systems.
- Experience of managing stock inventory.
- Fluency in a second language ideally French / Spanish.

This role is based from the Kendal office and the successful candidate will also be required to join us for **registration days only** at events as an integral member of the core Ourea Events team. Additional and adjusted responsibilities to those listed below should be expected in keeping with an ever-evolving small business. The successful candidate would also be entitled to the company pension scheme, TOIL payments for any days worked on events, and the company bonus scheme.

**Informal questions welcome:**[jobs@oureaevents.com](mailto:jobs@oureaevents.com)**Interviews:**Expected to take place online from ~Thursday 10<sup>th</sup> June