



THE KENT & EAST SUSSEX RAILWAY COMPANY LIMITED

JOB DESCRIPTION – COMMERCIAL OFFICER

Department	Sales & Marketing
Job Title	Commercial Officer
Reporting To	Visitor Experience Manager
Position	Average 30 hours (equivalent to 4 days in 7 – variable during busy periods)
Location	Tenterden

JOB PURPOSE

- To make a positive contribution to K&ESR sales by providing customer service that meets or exceeds expectations.
- Providing sales and customer service support utilising all suitable communication channels.
- Working in conjunction with colleagues to support the commercial activities of the organisation.

ROLE REQUIREMENTS

- The Kent & East Sussex Railway, one of the South East's leading tourist attractions, is a charitable organisation led by volunteers and supported by a small team of paid staff. The nature of our business requires a flexible approach to working hours & some weekend and evening work forms a requirement of the role.
- A positive and enthusiastic attitude, the skill to be an ambassador for the company in all activities and interactions is essential.
- As the primary point of customer contact, a friendly, patient attitude is imperative, together with the ability to adapt/respond.
- The ability to work well both alone and as part of a team, to multi-task, prioritise, and manage time effectively is required, together with strong telephone handling skills.
- Experience of using digital platforms, a familiarity with booking systems and excellent communication & presentation skills are essential.

BUSINESS

- Provide an outstanding customer and supplier reception service.
- Management of significant communication traffic.
- Identification and assessment of customers' needs & conversion into sales.
- Management of customer bookings and ensuring, valid and complete customer data.
- Respond positively to customer queries about new products, services and promotions.
- Build relationships and trust with customers through open timely communication.
- Timely liaison through positive engagement, including e.g. retail and catering.
- Contribute to bottom line sales by increasing customer satisfaction.
- Proactively manage customer queries and complaints, providing appropriate solutions within permitted limits and follow up to ensure satisfactory resolution.

KEY SKILLS

- Competent in IT/Microsoft software.
- Good interpersonal and high level of organisational skills. Ability to prioritise and think clearly under pressure.
- Self-motivated and flexible.