



Central Park Greyhound Stadium

Position:	Business Coordinator
Contract type:	Full Time, Permanent
Hours of work:	40 hours, 5 days out of 7
Responsible to:	General Manager/Duty Manager

About the role

The Business Coordinator will work closely with the General Manager and the Duty Manager in undertaking the smooth running of race day and event bookings, general office duties including answering the telephone and cashier duties. This role would suit someone with good office skills that is computer literate and professional on the telephone. The ideal candidate would be able to assist with any service requirements at our race meetings if required.

Key responsibilities for the role will include:

- Answering the telephones, dealing with enquiries and be able to answer customers on all questions in relation to our race meetings, facilities and packages.
- Operating Event Master to take and process customer bookings. This would also include updating the management team with daily bookings and race meeting attendances.
- Run the day to day operations of the General Office
- Assist both the General Manager and Duty Manager as required on promoting and updating the brand and events through our social media channels, website and other promotional channels.
- Assisting the Duty Manager in the cash office, cashing up, preparing floats and end of day reports.
- Assisting with any service roles as required during race meetings and events ensuring customer experience and service is to a high standard at all times always being proactive to prevent poor customer feedback.
- Work with the management team to build new customer base and grow customer retention through deliverance of high quality hospitality meetings and events.
- Answering the door to suppliers, contractors and potential customers.
- Assist the GM and DM with all matters of compliance including booking in contractors, receiving reports and updating expansive accordingly in a timely manner.
- Signing in contractors and ensuring that they report into the correct member of the team and have the relevant paperwork and permission to carry out any works assisting with GM & DM to ensure sign on and debrief is carried out..
- Liaising with trainers and homing organisations and stadium affiliated homing centres to assisting with the homing of Greyhounds under the Stadium Scheme.
- Act as a representative for the stadia and ARC at all times, leading by example to all other team members.

Qualifications:

- Computer literate – a basic knowledge of spreadsheets and formulas.
- Event Master experience would be beneficial although training would be provided.
- Experience of social media.
- Cashiering and reporting skills.
- Call handling experience.

Essential Skills & Experience:

- Hospitality, Sport/ Leisure, Service or Administration background would be an advantage
- High level of interpersonal skills
- Logical approach to tasks
- Personable
- Excellent approach towards time management
- Works well under pressure
- Organised, systematic and process driven

Key Performance Indicators:

- Complete tasks within deadline as set by the General Manager and the Duty Manager
- Effective undertaking of key duties
- Building a good working relationship with customers

Other

To be an ambassador for ARC and for our site, taking personal responsibility for finding out about our product and services, and at all times striving to represent the company in the most professional, courteous and efficient manner possible.

To help support our high standards on Greyhound welfare.

Signed by Employee_____ Date_____

Signed by Line Manager_____ Date_____