



CUSTOMER SERVICE SUPERVISOR JOB DESCRIPTION

JOB TITLE: Customer Service Supervisor.

REPORTS TO: Customer Service Manager.

LOCATION: Wembley (with travel to other KX Tickets sites as required).

JOB TYPE: Full-time.

ABOUT KX TICKETS:

KX Tickets, established in 2016, specializes in providing bespoke ticketing solutions for a range of theatrical productions in London. We operate with a commitment to high standards of customer service, and are a member of STAR. We support both iconic and innovative performances at venues like London County Hall, Troubadour Theatres, Menier Chocolate Factory and more.

ROLE SUMMARY:

The Customer Service Supervisor supports the Customer Service Management in the day-to-day leadership of the Customer Service team, ensuring consistently high standards of customer care across all sales channels. Acting as the first point of escalation for Customer Service Assistants, the role contributes to information delivery, team performance, training, quality assurance and continuous improvement.

KEY RESPONSIBILITIES:

STAFF SUPERVISION

- Act as the first point of contact for Assistants, providing guidance on customer queries, operational procedures and day-to-day decision making.
- Lead daily team briefings and debriefings outlining any news and updates regarding performances and the wider company.
- Monitor team performance, identifying training needs and supporting coaching and development.
- Promote a positive, collaborative and high-performing team culture.
- Assist the Customer Service Management team with the recruitment, induction, training and ongoing development of the Customer Service team where needed.
- Ensure compliance with PCI DSS, Data Protection requirements and the Information Security Policy.
- Allow for the customer service team to tailor their approach to meet different customers needs.

CUSTOMER SERVICE SUPERVISOR DUTIES

- Label and oversee the day-to-day organisation of the Customer Service inbox.
- Support Assistants in allocating workload across the team to maximise staff happiness, efficiency and customer satisfaction.
- Analysing seating plans to allow for reconfiguration where possible to accommodate guests with accessible needs.
- Ensure the inbox queries are addressed according to priority levels.
- Support Assistants in answering customer queries in busier periods.
- Authorise refunds, exchanges and other customer resolutions in accordance with company policy.
- Handle complex customer queries and complaints, providing timely and customer-focused resolutions.
- Ensure customer enquiries relating to access requirements are handled efficiently and sensitively.
- Listen to the team and propose ideas contributing to the implementation of new customer service procedures and operational improvements.

ADMINISTRATION

- Creating and updating internal show documentation, auditing where needed to ensure it remains accurate, accessible and reflective of current business processes.
- Monitor customer feedback and identify trends, making recommendations for service improvements.
- Support testing and implementation of new ticketing procedures and system developments.
- Maintain accurate records and administrative processes to a high standard.
- Coordinate and deliver one-off departmental projects as needed.

HEALTH & SAFETY:

- Contribute to a positive H&S culture throughout all activities & duties.
- Ensure all duties are conducted in accordance with H&S policies & systems of working, reporting any breaches to venue management.

GENERAL:

- Work collaboratively with internal departments including Ticketing, Venue Management and Front of House to ensure effective communication and operational consistency.
- Ensure that the customer service emails are being dealt with using efficiency and care.
- Provide operational support across the wider KX Tickets team where required.
- Undertake any other duties as reasonably required.

PERSONAL SPECIFICATION

REQUIRED:

- Ability to cultivate a welcoming, collaborative and empathetic culture within the customer service team.
- Ability to adapt working styles across a full time and casual customer service team.
- 2+ years of experience within a customer service or ticketing environment.
- Previous supervisory or team leadership experience.
- Sound knowledge of customer service best practices, with the confidence to apply company policies flexibly and fairly to resolve customer issues.
- Experience handling complex customer enquiries and complaints.
- Strong organisational skills with the ability to prioritise competing workloads.
- Excellent written and verbal communication skills.
- Experience maintaining quality standards within a customer service team.
- Strong problem-solving and decision-making abilities.
- Experience of ticketing systems, preferably Nliven and Ticketure.
- Understanding of Data Protection and PCI DSS compliance.
- A collaborative and supportive leadership style.
- Confident, professional and approachable manner.
- Ability to remain calm under pressure and adapt to changing operational priorities.
- Previous experience within a theatre or arts venue.

DESIRABLE:

- Nliven ticketing system or similar programs.
- Experience leading a team in a customer service environment.
- Experience developing training materials or information packs.
- Valid First Aid qualification.
- Interest in theatre & the arts.

TERMS:

- Reports to: Customer Service Manager.
- Full time (40 hrs).
- 09:30 - 17:30 Monday to Friday with evening, weekend & Bank Holiday working as required.
- 6 weeks notice period.
- Salary £39,520 (£19.00 ph).