

Job Title:	Client Relations Coordinator
Department:	Championship Planning & Experience
Reporting To:	Client Relations Manager
Direct Reports:	0
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Job Purpose

To provide effective customer service, administration, sales, finance, reporting, systems and operational support to the Hospitality Team in order to help facilitate the successful planning and delivery of the various hospitality packages provided for The Open and the AIG Women's Open. Work with internal and external stakeholders, and within relevant scheduling and budget parameters, to help ensure an excellent level of service is provided to all hospitality clients, in line with departmental goals.

Key Accountabilities

Client Service, Enquiries & CRM

- Monitor the hospitality inbox, taking the lead on responding to day-to-day event information requests or queries, distributing to team members as required, and ensuring queries are actioned within agreed service standards and response times. Answer inbound calls when required, providing information, resolving/or escalating as appropriate.
- Lead the set-up and daily operation of the Customer Relationship Management system (CRM), to ensure accurate capture of client details and appropriate responses, with support from the Client Relations Manager.
- Maintain CRM data quality (e.g. removing duplicates, keeping records up to date) and ensure all client data is handled in line with UK GDPR and organisational data protection policies.
- Log, track and resolve client complaints and feedback, and record client special requirements (e.g. accessibility and dietary needs), escalating to the Client Relations Manager where appropriate.

Bookings, Sales Administration & Systems

- In liaison with the Sales Team, administer and process bookings, inputting information to CRM, booking system and other tracking documents, ensuring accuracy. Process and record approved refunds, exchanges and cancellations as required, in a timely manner.
- Support the set-up and outreach for guest and departmental booking requests, ensuring these are captured appropriately.
- Manage set-up and updates in the booking system, liaising with other departments as necessary, to support the sales of hospitality products and availability.
- Maintain accurate inventory and availability records (e.g. packages, tickets, parking passes and grandstand seats), reconciling allocations against bookings and flagging shortfalls or overselling risks to the Client Relations Manager.
- Manage the development and maintenance of all necessary forms for all corporate sales and fulfilment needs across all Championships.

Finance, Budgets & Reporting

- Liaise regularly with clients to ensure all upcoming/outstanding booking payments are followed up and received on time, escalating overdue accounts to the Sales Team or Client Relations Manager as appropriate.
- Liaise with the Finance Team to ensure reconciliation of accounts, providing updates to the Client Relations Manager/Sales Team when required.
- Administer purchase orders and process invoices for departmental purchasing and update departmental records and systems to ensure all expenditure is tracked. This includes raising purchase orders, obtaining approvals, matching supplier invoices to POs and confirmed delivery, and passing them for payment in line with Finance procedures, maintaining a PO and invoice log.
- Track departmental income and expenditure against budget, maintaining a clear record of committed spend (POs), actuals and forecast; flag variances and financial risks to the Client Relations Manager, and support budget forecasting, month-end accruals and year-end processes with the Finance Team.
- Provide evidence against inaccurate chargeback applications as and when necessary, and support the investigation and resolution of payment disputes.
- Curate and provide bookings and sales updates to the Client Relations Manager and wider team where required, in order to inform decision-making and take appropriate action. Produce regular and ad-hoc management reports (frequency increasing towards and during the Championships) covering bookings and sales against targets, revenue, outstanding payments and aged debt, refunds and cancellations, fulfilment progress, and spend against budget, highlighting trends, risks and recommendations.
- Contribute to post-Championship debriefs by compiling end-of-event reports, client feedback and lessons learned, and year-on-year comparisons to inform planning for the next Championship.

Fulfilment & Client Delivery

- Working with the Ticketing & Accreditation Team to manage the fulfilment and delivery of various elements, including but not limited to parking passes, digital tickets, grandstand seats, and other materials, adhering to budgets and relevant schedules.
- Onboard and guide seasonal staff during fulfilment and effectively ensure operational tasks are delivered to agreed timelines and delivery standards are met, including carrying out accuracy and quality checks before items are dispatched.
- Lead on the planning, creation and distribution of client information packs, liaising with relevant internal and external stakeholders, to ensure that clients receive appropriate information regarding their purchased hospitality packages.
- Manage client amendments, name changes and guest list updates, ensuring changes are recorded consistently across the CRM, booking system and supplier documentation.
- Provide necessary breakdowns of hospitality groups as required, manage table plans and create host sheets inclusive of all relevant client/bookings information (including dietary and accessibility requirements) to the external catering company, facility manager and hospitality suppliers, to facilitate successful planning and delivery of hospitality packages.
- Act as day-to-day contact for hospitality suppliers and partners (e.g. catering, facilities, print and courier), issuing briefs, chasing deliverables and ensuring delivery to agreed timescales and budget.

Programmes & Championship Delivery

- Lead on the Hospitality Gifting Programme, working closely with partners and suppliers, as well as overseeing Programme and Drawsheet delivery, ensuring budgets and timescales are adhered to (including tracking gifting spend against budget), with sign-off by the Client Relations Manager where appropriate.
- Support the Official Sub-Agent Programme and Destination Programme, ensuring agents are provided appropriate information regarding events, required details are gathered to support operational delivery, and access such as tickets and parking is provided.
- During the Championships, work with internal and external stakeholders to ensure appropriate levels of service are provided to all guests and act as the point of contact for the Hospitality Championships Office, solving any arising issues immediately or escalating appropriately.

Team, Improvement & General

- When required, prepare, produce and circulate agendas and minutes for internal/external meetings and assist in the provision of other departmental support, in line with relevant requirements.
- Seek improvements to departmental ways of working, providing recommendations to the Client Relations Manager for consideration and/or sign-off when appropriate.
- Create and maintain process documentation, guides and templates (e.g. booking, refund and fulfilment procedures) to support consistency, handover and cover between colleagues.
- Comply with health and safety, security and data protection requirements, including when working on site during the Championships.
- On occasion carry out tasks outside of the above responsibilities and support key deliverables during extended working hours while in Championship season.

Expertise

Essential

- Scottish National 5 qualifications in English and Maths, or equivalent.
- Experience working in a customer service role.
- Experience working in booking systems and handling invoices.
- Experience using Microsoft Office packages, particularly Outlook, Word and Excel (including formulas, sorting/filtering and producing simple reports).
- High level of accuracy and attention to detail, particularly with data entry and financial information.
- Strong organisation and prioritisation skills, with the ability to manage competing deadlines during peak periods.

Desirable

- Experience of raising purchase orders, budget tracking or other finance administration.
- Experience producing regular reports or management information.
- Experience using a CRM system.
- Experience in events, hospitality or sports environments.
- Working knowledge of UK GDPR / data protection.
- Experience guiding or supervising temporary or seasonal staff.

This job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the position.