Sales and Customer Service Team Leader

Greyhound Racing Ireland | Rásaíocht Con Éireann

Location: National Sales Centre, Tipperary Technology Park, Thurles, Co. Tipperary

Reports to: Sales & Reservations Manager

Hours: Full time, 37.5 hours per week, five days out of six, Monday to Saturday

About the role

Greyhound Racing Ireland operates a National Sales Centre in Thurles, supporting customer enquiries, sales and reservations across its stadia. The Team Leader combines hands-on sales and customer service duties with day-to-day support for the team, helping customers plan and book stadium entertainment, hospitality and dining experiences.

Working closely with the Sales and Reservations Manager, the Team Leader helps ensure that agreed operational standards are consistently implemented, checked and maintained. The role is the first point of support for team queries and customer escalations, referring matters outside its authority to the Manager.

Team support and operational standards

- Support the team with day-to-day queries on bookings, packages, systems and customer service procedures, providing clear guidance and practical assistance.
- Help coordinate daily workloads and cover, in consultation with the Manager, so that telephone calls, emails, follow-ups and bookings are handled promptly.
- Work closely with the Manager to implement agreed standards for response times, booking accuracy, payment processing, customer communication and follow-up.
- Carry out regular checks against these standards, address routine issues and report recurring issues or training needs to the Manager.
- Provide day-to-day coaching, support the induction of new colleagues and communicate agreed procedures, promotions and operational updates.
- Handle escalated enquiries and complaints professionally, keeping accurate records and referring more complicated matters to the Manager.
- Provide updates on team activity, sales performance, customer feedback and outstanding issues; recommend practical improvements to service and working practices.

Sales and customer service

- Handle telephone and email enquiries, explain available options and convert enquiries into confirmed bookings.
- Promote stadium entertainment, hospitality, dining and appropriate Tote packages, and work towards agreed individual and team sales targets.
- Manage reservations accurately using the designated booking system, keeping customer records and booking requirements up to date.

Sales and customer service continued

- Support corporate and group customers from initial enquiry through confirmation and follow-up, coordinating their requirements with the relevant stadium teams.
- Undertake promotional emails, outbound sales calls and follow-up activity in line with company procedures and customer communication preferences.
- Process customer payments accurately and securely, following agreed payment, reconciliation and financial control procedures.
- Monitor customer feedback and respond to complaints and compliments promptly and professionally, escalating where appropriate.
- Liaise with stadium management to ensure accurate handovers and delivery of agreed customer arrangements.
- Maintain accurate administration, files and reports, and handle customer and employee information confidentially.
- Follow company policies and procedures, including health and safety, fire safety, data protection, internal controls and responsible promotion of products.
- Carry out other reasonable duties appropriate to the role, as assigned by management to meet business needs.

Skills and experience

- Experience in customer service, reservations or sales environment, with evidence of achieving sales and service objectives an advantage.
- Ability to guide and support colleagues, organise daily priorities and maintain consistent standards in a busy team.
- Excellent telephone manner, written communication and interpersonal skills, with a calm and practical approach to resolving queries and complaints.
- Confidence using booking systems, CRM systems, email and reporting tools, with strong accuracy and attention to detail.
- Ability to use initiative, work collaboratively and recognise when an issue requires management input.
- Previous team leader, supervisory, coaching or induction experience is desirable.

Hours and Saturday working

The role is full-time, working 37.5 hours per week over five days out of six, Monday to Saturday. One Saturday per month is a regular requirement of the role and is organised on a structured, rostered basis. Rosters will be communicated in advance to support personal planning. Working times and roster arrangements will reflect business requirements and the agreed terms of employment.

Benefits of joining GRI

- Company sick pay scheme, subject to the scheme's terms and eligibility requirements.
- Company pension contribution, subject to the applicable pension scheme's terms and eligibility requirements.
- Access to an Employee Assistance Programme.
- An opportunity to develop practical leadership, coaching and customer relationship skills while working closely with the Sales and Reservations Manager.

- A varied role supporting customers and colleagues across GRI's stadia, combining sales, hospitality and customer service.
- Structured and advance visibility of working arrangements