Sales and Customer Service Executive

Shelbourne Park | Greyhound Racing Ireland

Department: Stadium and Commercial Operations
Reports to: Regional Sales Manager
Location: Shelbourne Park Greyhound Stadium, Dublin
Hours: Full time, 37.5 hours per week

About Shelbourne Park

Shelbourne Park is Greyhound Racing Ireland's flagship stadium, bringing together greyhound racing, hospitality and entertainment in Dublin. Following its recent refurbishment, the stadium is seeking to grow business levels and welcome more corporate customers, fundraising groups, event organisers and racegoers.

As Shelbourne Park approaches 100 years of racing in 2027, this is an exciting time to join its team. The role offers the opportunity to help showcase the refurbished facilities, build customer relationships and contribute to the stadium's next stage of commercial development.

Purpose of the role

Based at Shelbourne Park and reporting to the Regional Sales Manager for Dublin, the Sales and Customer Service Executive provides practical sales, customer service and administrative support to help convert enquiries into bookings and deliver a welcoming, well-organised customer experience.

The role handles customer enquiries and reservations, conducts stadium show rounds and prepares tickets and event documentation. It also provides general administrative support to Stadium Management and other departments, with priorities coordinated through the Regional Sales Manager.

Sales support and customer bookings

- Support the Regional Sales Manager in delivering sales activity for primary Shelbourne Park, including corporate hospitality, group bookings, fundraising events and non-race day business while supporting sales activity for other venues.
- Handle telephone, email and in-person enquiries promptly and professionally, providing clear information on race nights, hospitality packages, facilities and event options.
- Prepare quotations and proposals using agreed rates and packages; follow up enquiries and provisional bookings to secure confirmations.
- Take, amend and confirm bookings accurately through the designated booking system, recording customer requirements and agreed arrangements.
- Process customer payments where authorised and follow up deposits and outstanding balances in line with company procedures, liaising with Finance on queries.
- Maintain accurate CRM records, follow-up actions and sales information; assist with promotional communications, customer contact and sales reports.

Stadium show rounds

- Arrange and conduct show rounds for prospective customers, corporate bookers, fundraising groups and event organisers.
- Present the facilities and hospitality offering professionally, matching options to customer needs and confirming operational feasibility with relevant colleagues.
- Record the outcome of each visit and follow up promptly with quotations, further information and agreed next steps.

Event coordination and documentation

- Support customers and fundraising organisers with booking administration and event planning, keeping clear records of requirements, deadlines and agreed details.
- Prepare, print and arrange issue of tickets and other event materials, checking dates, quantities, booking references and numbering where applicable.
- Prepare event information, booking schedules, guest lists and customer instructions as required; communicate updates and final numbers to relevant departments.
- Liaise with Hospitality, Racing, Tote and Operations colleagues to ensure that confirmed customer requirements are understood and handed over accurately.
- Assist with customer queries and agreed event support on race nights or at functions when rostered; refer issues outside the role's authority to the appropriate manager.
- Follow up after events, gather feedback and support repeat bookings and ongoing customer relationships.

General administration and stadium support

- Provide general administrative support to Stadium Management and other departments, including correspondence, document preparation, filing and updating records.
- Work closely with the National Sales Centre in Thurles and regional sales colleagues to coordinate enquiries, bookings and customer follow-up.
- Coordinate competing requests with the Regional Sales Manager so that customer commitments and agreed priorities are met.
- Handle customer information confidentially and follow company procedures for data protection, payment security, internal controls and health and safety.
- Carry out other reasonable duties appropriate to the role as assigned by management.

Skills and experience

- Experience in sales support, customer service, hospitality, events or administration.
- Strong organisational skills and attention to detail, with the ability to manage bookings, documentation and follow-up deadlines.
- Excellent telephone manner and written communication, and confidence welcoming customers and conducting stadium show rounds.
- Good computer skills, including Microsoft Office; experience using CRM or booking systems is desirable.
- A proactive approach to following up enquiries and identifying opportunities for repeat business.
- Ability to work independently and collaboratively, prioritise tasks and seek guidance when required.

Working arrangements

The role is stadium based, working 37.5 hours per week over five days out of seven, primarily Monday to Friday. Occasional evening or weekend work is required to support race nights, show rounds and events. This will be organised on a structured, rostered basis, with arrangements communicated in advance wherever practicable.

Benefits of joining GRI

- Company sick pay scheme and company pension contribution, subject to the applicable schemes' terms and eligibility requirements.
- Access to an Employee Assistance Programme.
- A varied role combining sales, customer service and events in a recently refurbished flagship stadium.
- Opportunities to develop customer relationship, event coordination and commercial skills while working closely with the Regional Sales Manager and stadium teams.
- The opportunity to contribute to Shelbourne Park's growth as it approaches its centenary.

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