

Job Description

Position: Ticket Office Assistant – maternity cover

Salary: National minimum wage

Employment Type: Maternity cover until May 2020 – hours of work will be Monday and Friday 9.00am until 5.00pm and Saturdays 9.00am until 4.00pm. Additional hours may be available.

Duties:

- Provide an excellent and effective customer service to supporters
- Answer calls and establish customer requirements
- Process matchday tickets, Season Tickets and Memberships via the telephone and counter sales
- Ensure all data is collected and updated in accordance with GDPR
- Cash handling and processing debit/credit card sales
- Advise supporters of match tickets on sale and other related products
- Resolve ticketing queries
- Daily till reconciliation
- General office duties

Skills and experience required:

- Highly motivated and driven individual
- Excellent communication skills, both customer facing and via the telephone
- Must possess strong numerical skills and be computer literate
- A confident telephone manner and ability to work under pressure
- Must be well presented and have the capability to work as part of a team and as an individual

Previous experience of working in a Ticket Office environment would be advantageous but not essential as all training would be provided.