

Job title: Ticket Sales Assistant

Department: Commercial & Operations

Service: Theatre Royal Concert Hall

Grade: B

JEID: JE1000003155

Post reference number: TICKET SALES ASSISTANT-13225.1

1 Job purpose

To maximise income and ticket sales by telephone or face to face for all TRCH shows.

2 Principal duties and responsibilities

1. To maximise income by proactively encouraging patrons to buy tickets for shows and events at TRCH.
2. To maximise income by proactively encouraging patrons to consider any other show or event that is deemed appropriate to bring to their attention along with memberships and other ancillary sales.
3. To be fully conversant with the functionality and usage of the current ticketing system, Microsoft Office and the operation of the telephone system in order to complete sales and enquiries.
4. To provide a high level of customer service as a front line staff member and ensure that a patron's initial contact with the venue is a positive experience.
5. To support the work of the sales, marketing and development team by gathering accurate information relating to mailing list inclusion and marketing response codes from each and every patron.
6. To be competent in handling sales payments by method of cash, cheque or credit/debit card and to process refunds and exchanges as necessary using the, guidelines, regulations and procedures laid down by TRCH
7. To have a knowledge of all shows and events taking place in both the Theatre Royal and Royal Concert Hall and to ensure that they are able to provide relevant and up-to-date information to patrons on request.
8. To deal efficiently, courteously and professionally with all callers, either face to face or via telephone, and to inform the supervisor of any problems experienced at the end of each shift. To be the first point of contact for customer complaints and resolve if possible or communicate with supervising staff if required.
9. To ensure that issues relating to the Nottingham City Council's procedures on

Disability Access, The Data Protection Act, Equal Opportunities policy and Sickness/Absence procedures are adhered

10. To undertake all training activities as required.

11. To undertake other duties as may be reasonably scheduled and called on by the Ticket Sales Supervisors, Deputy Ticket Sales Manager or Ticket Sales Manager and undertake any administrative tasks for the department including assisting with outgoing and incoming mail.

12. To undertake regular evening and weekend shifts as part of their working week including occasional Sundays and Bank Holidays on a rota basis as required

3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

4 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

5 Numbers and grades of any staff supervised by the post holder:

None

6 Post holder's immediate supervisor: Ticket Sales Supervisors

Prepared by/author: Nicola Blackburn

Date: May 2014

Job title: Ticket Sales Manager

Note: This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature: **Date:**

Person specification



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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
Customer Service	Experience of working in sales environment both in person and by phone.		✓		✓	
	Knowledge of and experience in good customer service practices.		✓		✓	
Financial Awareness	Experience of handling payments by cash, cheques and credit/debit cards.		✓		✓	
Information Technology	Experience of windows based PC software including Box Office ticketing systems.		✓		✓	
Venue Specific Knowledge	Experience of working in a theatre or arts venue.		✓			
	An interest in theatre, music, entertainment and the arts in general.		✓		✓	
Access Issues	Awareness of disability access issues and how they relate to an entertainment venue.				✓	
Work to promote mutual respect and good relations	Sensitivity to a diverse range of patrons/visitors and evidence of responding to their different needs.				✓	
Work Related Circumstances	Willingness to work evenings and weekends as part of a regular working week.		✓		✓	
	Willingness to comply with the City Council's non-smoking policy.		✓			

P: Pre-application **A:** Application **T:** Test **I:** Interview **D:** Documentary evidence