JOB DESCRIPTION

**Job Title:** TICKET OFFICE ASSISTANT **Department:** TICKET OFFICE

**Reports To:** HEAD OF FINANCE/TICKET OFFICE MANAGER

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| **SUMMARY OF JOB ROLE**  |

To provide an effective/high quality face to face and telephone customer service experience to supporters and related administration as applicable.

This role is a part-time post covering match days and therefore you must be willing to work unsociable hours.

There may also be the possibility of additional hours in the week during busy periods and to work at short notice to cover staff absence.

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| **PRINCIPAL RESPONSIBILITIES & ACCOUNTABILITIES**  |

* Provide an excellent and effective customer service to supporters at all times
* Answer all incoming calls and establish the customer’s requirements
* Accurately process ticket sales as required
* Ensure all data is collected and updated accurately in accordance with GDPR
* Transfer incoming calls as necessary
* Cash handling, processing debit and credit card sales
* Daily till reconciliation
* Advise supporters of matches on sale and other products as required
* Help resolve any ticketing queries
* Related administration as required

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| **SAFEGUARDING** |

You are required to understand and adhere to personal responsibilities under the Club’s safeguarding policy, procedures and externally issued guidelines.

Ensure safeguarding policies are understood and adhered too

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| **COMPLIANCE** |

Ensure yourself and others conduct themselves in a manner that adheres to, complies with and supports the Club’s policies and procedures in accordance with but not exclusive to Health and Safety, the Premier League and Football Association

Adhere to the Club Codes of Conduct at all times

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| **EQUALITY** |

Shrewsbury Town Football Club is an equal opportunities employer and as such you will be required to support a culture, through behaviours, words and actions, that demonstrates that STFC’s workforce supports a commitment to the equality of opportunity, diversity and inclusion.

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| **PERSONAL SPECIFICATION** |

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| **Skills/Qualifications/Experience** |  **Essential** | **Desirable** |
| Customer Service Experience |  | Yes |
| Computer Literate and General Office Skills | Yes |  |
| Ability to work under pressure and to timescales | Yes |  |
| Money handling experience | Yes |  |
| Confident telephone manner | Yes |  |
| Confident in dealing with the general public face to face | Yes |  |
| Ability to communicate effectively and professionally with customers and colleagues | Yes |  |