

# TICKET OFFICE SALES ASSISTANT (Maternity Cover)

- Responsible to: Stadium Operations Manager

The Ticket Office / Club Shop Sales Assistant will take supervisory duties when needed, supervising casual members of staff in their Ticket Office duties and handling administrative tasks.

## **Key Responsibilities**

- Working as part of a team in the day-to-day operational running of the Ticket Office and club shop.
- Providing excellent levels of customer service, being friendly and personable, and ensuring that the same high standards are maintained by your colleagues.
- Maintaining a consistent, accurate and useful customer database using the Talent ticketing system.
- Helping to maximise ticket sales.
- Working with the functions department selling tickets for events/functions held at the Stadium
- Restocking Merchandise
- Ensuring the shop is clean and tidy
- Monthly Stocktaking and compiling figures
- Maintaining and updating the shop website.
- Representing Crewe Alexandra with diplomacy, discretion and courtesy at all times, being knowledgeable, and providing accurate and useful information about our facilities.
- Adhere to the Crewe Alexandra's health and safety, equal opportunities and environmental policies at all times and observe disciplinary procedures along the guidelines laid out in the staff handbook.
- Undertaking other duties or projects as required by the Stadium Operations Manager.

## **Personal specification:**

The following skills are essential

- Enthusiastic team worker with excellent interpersonal skills
- Able to organise and prioritise their workload in order to maximise efficiency and performance
- Adept at problem solving
- Able to make quick decisions whilst maintaining high standards of accuracy
- Excellent verbal and written communication
- Computer literate, familiar with PCs and Microsoft Office programs
- Experience with databases and/or client record management systems as means of capturing, analysing and using data.

**TERMS & CONDITIONS:**

Title of post: TICKET OFFICE / CLUB SHOP SALES ASSISTANT (Maternity Cover)

Minimum Age 18

Hours: Monday to Friday from 9am – 5pm plus matchdays.

Contract: This is a minimum 6 month Contract (up to one year) with a three month probationary period during which either party can give one weeks notice. Following successful completion of the probationary period one months notice either side will be required

Notice period: 1 Month