

JOB DESCRIPTION

Title: Ticketing and Supporter Services Assistant
Responsible to: Ticketing and Membership Manager
Location: Sophia Gardens, Cardiff
Salary: £18,500

Scope of Role

The Ticketing and Supporter Services Assistant will play a vital role for the Club's customer service. We are looking for a person with a can-do attitude, great customer service skills and impeccable attention to detail. Due to the nature of this role, they may often be required to work flexible working hours to accommodate the business and cricket season calendar.

This is a full-time permanent role with immediate start, ideally. You will report to the Ticketing and Membership Manager on a daily basis.

Key Responsibilities

- Provide a friendly, helpful and competent level of customer service via telephone, email and in person
- Build a good rapport with the Club's members, other cricket clubs, England & Wales Cricket Board and general public
- Provide accurate sales reports and, at times, meeting tight deadlines in the process
- Develop a vast knowledge of the Club's ticketing system (AudienceView), including the printing of tickets and membership cards, the creation of sales online, seat allocations for various stakeholders, the set-up of matches/events
- Manage temporary box office staff on match days and provide training on the ticketing system for any temporary staff brought in at busy periods
- Manage ticket and mass mailout distribution
- Responsible for cash/takings and its reconciliation on a daily basis
- Manage everyday ticketing enquiries and complaints
- Maintain and update accurate database records for customers using the Club's CRM system
- Communicate with the Commercial team any details of potential customers for all events and activities at Sophia Gardens
- Assist with the delivery of ECB rights and regulations within domestic cricket, The Hundred and international cricket.
- Be the first point of contact for all enquiries, including operating the Club's

telephone switchboard to direct calls as appropriate.

- Front-desk tasks to cover reception staff, including mail sorting, stadium key management.

Experience and skills:

- Competent level of IT skills and administrative skills
- Competent using Microsoft Office suite – notably Word and Excel.
- Ticketing system experience is desirable, but not essential

Personal skills

- Attention to detail
- Organisation and time management - ability to work under pressure and meet tight deadlines, prioritisation of workload
- Flexibility to work evenings and weekends where the Club's fixtures often fall
- Excellent level of customer service
- Good communicator

Desirable skills

- A knowledge of cricket or sports and/or music and live events

Key Working Relationships:

- Head of Commercial
- Ticketing & Membership Manager/Department
- Head of Cricket Sales
- Hospitality and Events Manager
- Casual Match-day Staff
- Venue Operations Team
- Finance Department
- 125 Club Members
- Commercial Partners and Clients
- General Public

Working Hours

Whilst usual working hours are 9 – 5pm in a typical working week, candidates should be aware that this role demands a flexible commitment of time outside of normal expected working hours and may involve occasional weekend work.