



TITLE: Ticketing and Reception Services Assistant

DEPARTMENT: Box Office and Reception

RESPONSIBLE TO: Ticketing and Reception Services Manager

HOURS: Casual

PAY: NMW

Purpose of Job

To work in our box office and reception. To sell tickets face-to-face for all our concerts throughout the year and to deal with ticket related enquiries. To be the first port of call for all White Rock enquiries, providing information, direction and a first-class customer service response in line with the venue’s operational values.

Principal Responsibilities

1.	To process tickets from a range of sources including in-person, post, telephone and online requests in a courteous and professional manner and ensuring that accurate customer data and information is captured onto the Box Office system.
2.	To act as the first point of contact when people enter the White Rock Theatre, to provide a warm welcome and to provide general reception duties.
3.	To have detailed knowledge of the activities in the building in order to respond and assist with enquiries on all White Rock offers and events. You need to demonstrate strong sales skills in selling these products/offers.
4.	To support marketing and administration with information gathering, data collection, and the distribution of information to clients and customers. To support teams in the promotion of the venue’s events and spaces.
5.	To be part of the wider ‘Team White Rock’. To work with colleagues across departments showing support and to aid in problem solving when required.

Other

The nature of the work undertaken by the post holder will be required to work flexibly to meet the needs of the department and the business. This will include evenings and weekends.



Good oral and written skills are essential and post holders must be willing to work flexible and unsociable hours.

Finance: Cash handling

Location

The post holder will be located at the White Rock Theatre, Hastings.

Person Specification

This acts as selection criteria and gives an outline of the type of person the characteristic required to do the job.

Essential: - without which the candidate would be rejected

Desirable: - useful for choosing between two good candidates

Attribute	Essential	Desirable
Experience	<p>Demonstrable experience and knowledge of working with on a busy reception or in a customer facing role.</p> <p>Demonstrable experience of working in an environment where good customer care is prioritised.</p>	<p>Experience of selling tickets.</p> <p>Previous experience in working in a 5-star customer facing environment.</p>
Skill/ Abilities	<p>Excellent communication skills (oral and written).</p> <p>An ability to assess and respond to people and a wide range of customer-based issues and situations, and to remain calm and professional while dealing with and prioritising numerous duties.</p> <p>Good sales skills, ability to up-sell, to use initiative, and to promote the venue’s product.</p> <p>An ability to present a calm and friendly exterior to the customer and client at all times.</p>	



	<p>Good ICT skills, especially in Word, Excel, and Access.</p> <p>Confidence in numeracy.</p>	
<p>Education & training</p>	<p>I.T. Training</p> <p>Customer Service experience</p>	<p>NVQ qualification</p> <p>Customer service training</p>