



JOB DESCRIPTION

1. DETAILS	
Job title:	Ticket Office Executive
Reporting to (Job title):	Ticket Office Manager
Department:	Ticket Office
Direct Reports:	N/A
Location:	Kassam Stadium
Hours:	37.5 hours per week plus all home matches
FT / PT	FT

2. KEY OBJECTIVES OF THE ROLE
Oxford United are seeking a highly motivated individual to drive ticketing revenue through providing a high level of customer service.

3. MAIN DUTIES / RESPONSIBILITIES
<ul style="list-style-type: none">• Sell and process ticket requests in person, over the phone, and via the internet• Drive club Membership schemes• Maintain supporter's information across our ticketing and CRM platforms• Maintain knowledge & capabilities of the Ticketmaster services provided• Daily banking reconciliation• Answer incoming telephone calls• Any other duties as defined by your Manager/Head of Department

4. CORE SKILLS, KNOWLEDGE TRAINING AND EXPERIENCE REQUIRED
<ul style="list-style-type: none">• Previous ticketing experience desirable• Previous sales experience essential• Excellent customer service skills• Competent administration skills• Basic computer skills• A proactive nature and a keenness to learn• Role will be based in Oxford, with evening, weekends and 'unsociable' hours a possibility

5. Salary and Incentive Structure

- Competitive Salary
- Department incentive structure