

JOB DESCRIPTION

1. DETAILS	
Job title:	Ticket & Retail Assistant
Reporting to (Job title):	Head of Retail & Ticketing
Department:	Retail & Ticketing
Direct Reports:	N/A
Location:	Kassam Stadium, Club Shop, Covered Market and any other retail location
Hours:	23.5 hours per week plus all home matches
FT / PT	P/T

2. KEY OBJECTIVES OF THE ROLE

- To provide an excellent service to customers in the Retail Shop as needed.
- To provide an excellent service to customers providing Ticket Office support
- Selling all products and tickets to hit targets and maximise sales

3. MAIN DUTIES / RESPONSIBILITIES

- To provide retail and ticket office support on a shared basis, splitting time as required
- Assisting the Store Manager in serving customers and providing an excellent customer service
- To place and replenish stocks as needed
- To monitor and manage internet orders
- To sell tickets and perform back office ticket processes to a high standard
- To answer incoming telephone calls
- To deal with customer queries effectively and in a timely manner
- To print shirts as required
- Comply with all health and safety requirements
- Any other duties as defined by your Manager/Head of Department

4. CORE SKILLS, KNOWLEDGE TRAINING AND EXPERIENCE REQUIRED

- Excellent customer service skills
- Good communication skills
- Competent administration skills
- Basic computer skills