



NORTHAMPTON SAINTS RFC

MATCHDAY TICKETING ASSISTANTS

JOB DESCRIPTION

Reporting to
Ticket Office Manager

REMIT:

Responsible for day-to-day sales in the ticket office via email, phone and in person.

RESPONSIBILITIES:

- Deal with all queries to the ticket office with a high level of customer service.
- Ensure clean data is collected in line with GDPR requirements when processing ticket sales
- Balancing Ticket Office float, informing the Ticketing Supervisor or Ticketing Manager of any discrepancy.
- Ensure that the Ticket Office is tidy and organised at all times.
- Provide professional advice and assistance for customers via phone, email and face to face.
- Process sales in a timely manner.
- Cash handling and credit/debit cards payments.
- Telesales and calls to customers as/when requested in line with set marketing plans.
- Work in line with the sell-out strategy.
- Work at the ticket collection window as/when requested.
- Participate in all aspects of training and development as directed.
- Have an up to date knowledge of the Club; promotions, new signings, club management and general rugby news.
- Represent the club to an outstanding level.

EXPERIENCE AND REQUIREMENTS:

The ideal candidate must:

- Be IT literate and have some experience using different software.
- Be available to work at weekends
- Be professional and well presented
- Be a team player
- Be able to communicate with people at all levels on the phone, face to face and via email.
- Be able to manage your time effectively
- Be able to prioritize tasks.

Experience:

- Stadium event or ticketing: 1 year (Preferred)

Education:

- GCSE or equivalent (Required)

HOW TO APPLY:

Please send a covering letter and CV to Josh Shipley at JoshShipley@northamptonsaints.co.uk