

Ticketing Solutions

Casual Ticketing Advisor

MAIN DUTIES

- Sell and promote all shows/events on sale at the M&S Bank Arena and any other miscellaneous sales managed by TicketQuarter ensuring a high level of customer service is always maintained and sales targets are achieved within set timescales.
- Maintain sales and customer service enquiries via inbound calls in a contact centre environment or dealing with the public face to face at the box office at the M&S Bank Arena and at other events at various venues as and when required to ensure that a consistently high level of care and courtesy is always provided and timely actions are taken.
- Process ticket sales and reservations using AudienceView Ticketing System and other ticketing systems as required.
- Follow specified cash handling procedures when working in a box office environment to ensure accurate reconciliation at the end of each shift.
- Assist with pro-active campaigns to promote forthcoming events as and when required and ensure database records are updated.
- Maintain all working and public areas to ensure they are kept orderly, and that selections of relevant leaflets, brochures and literature are available at all times.
- Attend regular departmental meetings in order to keep updated with all venue, events and marketing information as required to perform duties.
- Assist the wider ticketing team with admin tasks when required such as; reseating exercises.

GENERAL

- Comply with The ACC Liverpool Group's defined GDPR requirements and processes when performing duties and actioning daily tasks.

- To adhere to The ACC Liverpool Group's Health and Safety policies and procedures and to observe a duty of care to all visitors, staff and contractors to ACC Liverpool.
- To undertake any other duty commensurate with this post as determined by your manager.
- Maintain positive and professional behaviours throughout.
- This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.
- It is inevitable over time that the emphasis of this job will change, therefore this information will be periodically reviewed, revised and updated involving the post holder.

Signed by Employee

Date:

Signed by Line Manager

Date

