

 **JOB DETAILS**

 Post Title : Casual Ticket Sales Agent

Department : Ticketing

Reports to : Ticketing Team Leader

**JOB PURPOSE**

To respond to Lowry and Quaytickets customer booking enquiries either by telephone, post, in person or e-mail in order to maximise sales and deliver the highest standard of customer service.

**MAIN DUTIES AND RESPONSIBILITIES**

* Act as the first point of contact for the customer processing Lowry and Quaytickets booking transactions using the computerised box office systems both on site at The Lowry contact centre and off site at mobile box offices as required.
* Ensure that accurate customer information is actively obtained, recorded and maintained within the database according to the Data Protection Act
* Carry out telesales campaigns
* Ensure the highest standards of customer service are consistently delivered in a timely manner.
* Promote and comply with legislation and The Lowry’s policies on equal opportunities and health and safety both in the delivery of services and the treatment of others.
* Identify and undertake training and development as required in order to meet personal and business needs.
* Undertake any other reasonable duties, commensurate with the level of the post so as to ensure the smooth running of The Lowry.

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **SKILLS/ABILITIES** | Strong communication skillsStrong customer care skillsGood organisation skillsAbility to work well as part of a teamAbility to work well under pressure |  |
| **KNOWLEDGE** | Data protection actMicrosoft OutlookUsed windows based PC applications | Computerised box office systems especially Audience View, ENTA, SRO4 or SecutixVenue ticketing for Theatre, visitor attractions or sports venues |
| **QUALIFICATIONS, TRAINING AND** **EDUCATION** | NumerateLiterate |  |
| **EXPERIENCE** | Experience of working in a contact centre sales environment Experience of using computerised sales systemsExperience of upselling products over the telephoneExperience of responding to customer queries via e-mail | Dealing with difficult customersCash handlingWorking across multiple computerised sales systems |

**REVIEW ARRANGEMENTS**

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.