



Job Title: Event Ticketing Team Member

Job Level:

Responsible To: Event Duty Managers/Customer Experience Supervisor

Direct Reports:

Place of Work: Sheffield City Hall and Sheffield Arena

Purpose of the Job

As a Front of House Event Ticketing Team member, you will be one of the first points of contacts for customers visiting the venues on event days. As a member of our Ticketing team you will provide an excellent customer experience to our customers and clients.

On event days you are responsible for greeting customers and ascertaining their Ticketing requirements which can include, ticket sales, printing pre-paid tickets, ticket collection and providing accurate event information, ensuring ticketing systems and records are maintained and accurate.

Your duties may also include working inside the arena in a customer facing role such as customer relocations, customer information point.

Job Summary:

The knowledge, experience and skills essentially required for this role are as follows:

- Attention to detail & ability to work under pressure
- Excellent administrative skills – Office365
- Problem solving and initiative
- Previous experience in a customer focused environment
- Willingness to work on a casual basis to include evenings, weekends & Bank Holidays

A desirable requirement would be as follows:

- Previous Ticketing system experience (or similar).
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Key Responsibilities:

- Deliver exceptional customer service, by telephone and email and in person
 - Be proactive in resolving customer service issues
 - Support Duty Event Managers to ensure the smooth running of events
 - To undertake any other duties as requested by the management
 - To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken
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- Ensure compliance with all systems, policies and training to ensure adherence to all relevant legislation e.g. health and safety
- Ensure Company policy is adhered to and group initiatives are effectively implemented
- To meet SCT's agreed standards of dress and appearance codes.

Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.