

# Job Description

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## Casual Ticketing Advisor

<b>SALARY:</b>	<b>Competitive</b>
<b>HOURS</b>	<b>Casual 0 Hour Contract</b>
<b>WORKING PATTERN</b>	<b>Flexibility to work various shifts between the hours of 8.30am-9.30pm Monday-Sunday including weekends evenings and bank holidays</b>
<b>LOCATION</b>	<b>The ACC Liverpool Group, Kings Dock, Liverpool, L3 4FP</b>
<b>PRIMARY FUNCTION OF THE JOB:</b>	<b>To provide a high level customer booking and enquiry service across the M&amp;S Bank Arena Box Office and the Contact Centre</b>
<b>DIRECTLY RESPONSIBLE TO:</b>	<b>Ticketing Supervisor</b>
<b>DIRECTLY RESPONSIBLE FOR:</b>	<b>N/A</b>

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### MAIN AREAS OF RESPONSIBILITY:

- To sell and promote with enthusiasm, 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 maintained at all times.
- To have a good understanding and knowledge of the Arena and Convention Centre events and all ticketed events onsale via the M&S Bank Arena and TicketQuarter.
- To answer inbound calls in a contact centre environment dealing with a high volume of calls for sales and customer service enquiries.
- Dealing with the public face to face at the box office at the M&S Bank Arena and and at other events at various venues as and when required.
- To process ticket sales and reservations using Audience View Ticketing System and other ticketing systems as required.
- To follow specified cash handling procedures when working in a box office environment and to take responsibility for ensuring accurate reconciliation at the end of each shift.
- To ensure that a consistently high level of care and courtesy is provided at all times when dealing with customers and visitors.

- To undertake pro-active campaigns to promote forthcoming events as and when required and ensure database records are updated.
- To be aware of specific sales targets and aim to achieve these within set timescales.
- To ensure that all working and public areas are kept orderly, ensuring that selections of relevant leaflets, brochures and literature are available at all times.
- To attend regular departmental meetings in order to keep updated with all venue, events and marketing information as required to perform duties.
- To work at other local sites as required by the needs of the business. This will include external venues when required and the M&S Bank Arena box office on event days.
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills so as to improve the effectiveness and efficiency of service delivery.
- To adhere to The ACC Liverpool Group's Health and Safety policy and observe a duty of care to all users of The ACC Liverpool Group.
- To contribute to the success of the team in meeting The ACC Liverpool Group's aims and objectives.
- The duties of the post require the flexibility to work various shifts on a casual basis mainly between the hours 8.30am-9.30pm including weekends, evenings and Bank Holidays to meet the needs of the agreed programme of events activities.
- 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.
- To undertake any other duty commensurate with this post as determined by the Head of Ticketing Operations.