

# **Ticket Office Executive**

## **Job Description**

JOB TITLE:	Ticket Office Executive
LOCATION:	Boundary Park, Furtherwood Road OL1 2PA
REPORTS TO:	Club Secretary
RESPONSIBLE FOR:	Ticketing operations and CRM management
INTERNAL LIAISON:	Commercial team, Club Secretary, Office Administration, Accounts
EXTERNAL LIAISON:	Supporters, other clubs, EFL and ticket provider
WORKING HOURS:	35 Hours per week plus attendance at all home fixtures
SALARY:	£15,500 - £18,000 dependant on experience

Responsible for developing and managing the ticketing operations for all seasonal and match day home and away ticket sales and the maintenance of the CRM system. Key responsibilities include managing the ticketing procedures and systems, sales reporting, assisting with financial reconciliation and ensuring customer service is of the highest level. Growing and maintaining the CRM to help ensure OAFC can make the most out of marketing opportunities it offers. Overseeing direct communications with customers. Providing a positive supporter experience to all our stakeholders.

The roles and responsibilities will include but not be limited to:

- Manage the allocation of all home and away tickets.
- Liaise with opposition clubs on the receipt and sales of away tickets.
- Liaise with opposition clubs with the production and delivery of tickets for visiting supporters.
- Manage all sales to supporters in person, on the phone and online.
- Maintain and build the ticketing system including online sales.
- Deal with all incoming enquiries in an effective and efficient manner.
- Arrange production of tickets and passes for all areas of the stadium.
- Ensure the best possible customer service is delivered in all instances.
- Provide accurate and prompt reports as requested.
- Maintain and build clean CRM system.
- Propose and implement ticketing promotions and ideas for improving the match day attendance.
- Build and maintain strong relationships with the ticketing provider.

- Provide front of house presence for all visitors.

### **Skills & Experience Required**

- A high level of customer service and interpersonal skills.
- Experience of working to tight deadlines and being able to prioritise workload.
- A good level of verbal and written communication when dealing with internal and external stakeholders.
- Excellent IT skills and a high proficiency in Word, Excel and Outlook.
- Ability to work under pressure, to plan and organise own workload.
- Able to work effectively as part of a team and also independently using own initiative.
- Good knowledge and interest in social media.

### **How to apply**

This vacancy is available immediately. To apply please provide your CV plus a covering letter including why you would be the ideal candidate for the role, your previous experience and salary expectations to:

Richard Cooper Club Secretary - [Richard.Cooper@oldhamathletic.co.uk](mailto:Richard.Cooper@oldhamathletic.co.uk) 07715 206742

Closing date for applications is Friday 1<sup>st</sup> September 2018, due to the role being vacant we may conduct interviews before the closing date. All interviews will be at the earliest available opportunity.