

# Role Profile – Ticket Office Manager

<b>Job Title:</b>	Ticket Office Manager		
<b>Reports To:</b>	Managing Director	<b>Jobs Reporting into the Job Holder:</b>	TBC
<b>1. Job Purpose</b>			
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.			
<b>2. Person Specification</b>			
<ul style="list-style-type: none"> <li>- Experience of working in an environment where customer service was important</li> <li>- Experience of assisting in leading/managing a team</li> <li>- Excellent IT skills (ideally proficient in Microsoft Word, Excel and web-based content management tools)</li> <li>- Able to work on matchdays (including evenings) and at other events outside of normal office hours</li> <li>- Experience of working to deadlines, in a high pressure environment</li> <li>- Clear understanding of and commitment to delivering exceptional customer service</li> <li>- Excellent verbal and written communication skills</li> <li>- An ability to adapt quickly, be flexible in the face of change and solution orientated</li> <li>- Excellent organisational and time management skills</li> <li>- The ability to communicate concisely, assertively and effectively with various professional disciplines and at all levels of an organisation</li> <li>- Accuracy and attention to detail</li> <li>- Ambition to take on extra responsibilities and develop within the club</li> <li>- Proficient in operating social media channels such as Twitter and Facebook</li> </ul>			
<b>3. Principal Accountabilities/Responsibilities</b>			
<ul style="list-style-type: none"> <li>- Manage the allocation of all home and away tickets.</li> <li>- Liaise with opposition clubs on the receipt and sales of away tickets.</li> <li>- Liaise with opposition clubs with the production and delivery of tickets for visiting supporters.</li> <li>- Manage all sales to supporters in person, on the phone and online.</li> <li>- Maintain and build the ticketing system including online sales.</li> <li>- Deal with all incoming enquiries in an effective and efficient manner.</li> <li>- Arrange production of tickets and passes for all areas of the stadium.</li> <li>- Ensure the best possible customer service is delivered in all instances.</li> </ul>			

- 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.

#### **4. Knowledge/Experience/Skills**

##### **a) Knowledge/Experience/Technical Skills**

Essential:-

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.

##### **Further Information**

*“As this role involves direct access to young persons under the age of eighteen, within the context of the job or any subsequently related activities or responsibilities, the successful candidate will undergo a thorough screening process, which will include a Criminal Records Bureau Disclosure, to ensure their suitability for the role”*

