



Job Description

Position:	Matchday Ticket Office Assistant
Reporting to:	Head of Ticketing
Job Purpose:	To provide an effective/high quality face to face and telephone customer service experience to supporters and related administration as applicable.
Salary:	National Minimum Wage
Employment Type:	Matchday (Casual contract) Saturday matchday 12.30pm-3.30pm, Weekday evening fixture 5.30pm-8.30pm, additional hours may be available.

Specific Responsibilities;

- Provide an excellent and effective customer service to supporters at all times
- Answer all incoming calls and establish the customer's requirements
- Accurately process ticket sales as required
- Ensure all data is collected and updated accurately in accordance with GDPR
- Transfer incoming calls as necessary
- Cash handling, processing debit and credit card sales
- Daily till reconciliation
- Advise supporters of matches on sale and other products as required
- Help resolve any ticketing queries
- Related administration as required

Skills and experience required;

- Customer service experience is essential
- Must be confident with the use of computers, training will be given for an in-house system
- Excellent communication skills, both customer facing and via the telephone
- Excellent organisational skills and the ability to deliver work with a high level of accuracy and attention to detail
- A confident telephone manner
- The ability to work under pressure
- The capability to work as part of a team and as an individual

Applicants will need to send a CV and covering letter to Candice Lovell at tickets@southend-united.co.uk

Southend United is committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment. Southend United is also an Equal Opportunities' Employer and welcomes applications from all sections of the community.