UNIVERSITY OF WARWICK

Job Description

Job Title	Ticketing & Reception Assistant
Department	Warwick Arts Centre
Grade	3

Job purpose (a brief summary of the role)	The box office is Warwick Arts Centre's ticketing, visitor welcome and reception hub and the team supports the delivery of the visitor experience strategy. The role: - Delivers a pro-active, efficient sales focussed ticketing and reception operation providing accurate and timely information to all visitors. - Delivers a visible and warm welcome providing an excellent visitor experience at all times. - Supports and assists with CRM maintenance and administration. - Proactively collaborates with WAC teams to support delivery of visitor experience / sales / WAC objectives / vision and mission.
Duties and responsibilities	**Ticketing** To proactively and accurately deal with all ticket bookings, access bookings and enquiries, reservations, agency sales, waiting lists and all enquiries in person, on counter, by phone, or in writing as required. To have an in depth understanding of the programme and to provide clear, accurate customer communications such as: - updates on running times; - additional performance features; - review and monitor customer age restrictions on performances ensuring no tickets are purchased for people where age restrictions apply; - access requirements/requests to facilitate the customers visit; - obtain, record and report back accurate customer feedback; - lost property. To proactively engage in customer conversations and to upsell at all opportunity ancillary items such as memberships, renewals, donations, merchandise, snacks, parking, etc. as required. To effectively communicate all concession offers and special promotions, undertaking cross selling as required, and maximising ticket income at all times. To ensure all customers are notified in the event of cancellations or changes to the programme. To assist the with schools and groups campaigns, and other sales campaigns and associated admin as required. To assist with on sales, ticketing administration and reporting as required. **Visitor Experience**

	To deliver a visible counter service, reception point for the organization and deal with all visitor enquiries efficiently and effectively, aiming to solve any problems at initial point of contact. To ensure that an exceptional standard of service is offered to all visitors, that a positive and warm welcome and the highest level of service and sales is always given with clear and up to date counter information always displayed for visitors. To follow the customer complaints process and processing of refunds as identified by Visitor Experience Manager. To communicate with hirers, companies and promoters on the day to ensure that visiting company contractual requirements are processed. To always adhere to all H&S legislation / business continuity plans. To assist with ensuring that all ticketing and reception/box office risk assessments and standard operating procedures are drafted, updated regularly, delivered and adhered to. To ensure update of phone line message, manage ticketing out of office and regular stock checks such as stationery. To ensure effective and clear channels of communication within the Ticketing and reception/box office and to /from other internal departments. To assist with visitor experience duties as required. **System Administration** To assist with system administration and undertake CRM housekeeping on Spektrix as required (e.g. data cleansing, memberships, updating customer records, deduplication of records, tagging & coding for marketing, allocating show types for segmentation, sign ups to mailing list, data analysis, system emails, etc.). To assist with monitoring and reporting on sales and agency tickets. To provide third parties such as promoters, agents, distributors with informed and timely reports and information as required. To assist with trouble shooting for Spektrix and IT Services for any problems that occur on a shift with the network, the phone system or ticketing system and to be responsible for any issues that arise. To ensure maximum uptime and put in place pre-planned contingency systems should they arise. To assist with event set up administration as required. **HR** To participate in PDRs and any other university initiatives as required. To provide casual staff and volunteers with day-to-day supervision in undertaking their roles and, in the absence of a supervisor, assist in training of new casual/temporary staff. To contribute to and participate in departmental meetings as required. To deputise for the Deputy Ticketing and Information Manager as required. **Finance and Administration**

	To follow correct financial procedures and that standard University financial regulations, policies and practices are adhered to at all times. Ensure all financial processing is correct and that accurate financial returns are completed and reported to the Finance Team on a daily basis. **General** To be a competent IT user able to use and quickly learn different systems and packages. To work as required unsociable hours including weekends, customary and statutory days. Any other duties commensurate with the grade of the role. To be an ambassador for WAC, its vision and mission, and to provide excellent customer experience to all staff, users and visitors. To lead by example and identify and promote best practise and to undertake any training as required by the post. To be a proactive, positive, willing and flexible member of the team supporting Warwick Arts Centre meet its objectives and vision. To understand, adhere to and promote University of Warwick and Warwick Arts Centre policies and procedures.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Minimum GCSE Maths and English or equivalent professional experience.	A & C
E2	Experience of working in a customer-focussed organisation.	A & C
E3	Experience of working in a complex office environment.	A & C
E4	Experience in delivering excellent customer service.	A & C
E5	Previous experience of working within financial regulations and with customer transactions.	A & C
E6	Excellent communication and interpersonal skills and ability to deal with all members of the public in person and by telephone.	A & C
E7	Previous computer experience essential as required to use a complex computer system.	A & C
E8	Ability to work on own initiative, as part of a team and to work under pressure.	A & C
E9	Ability to retain and communicate complex information to customers.	A & C
E10	Flexible and positive (can do) attitude.	A & C
E11	Problem solving skills.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	An interest and enthusiasm for the arts.	A & C
D2	Previous box office experience.	A & C