**ROCHDALE AFC**

**TICKET OFFICE / ADMINISTRATION ASSISTANT**

**JOB DESCRIPITION**

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| **Permanent:** | Part Time (2 x positions) |
| **Location:** | Ticket Office |
| **Hours of work:** | 18 hours per week:  Position 1  Monday’s 9am – 5pm  Tuesday’s 9am – 5pm  Wednesday’s 9am – 1pm  Position 2  Wednesday’s 1pm – 5pm  Thursday’s 9am – 5pm  Friday’s 9am – 5pm |
| **Compulsory Overtime:** | Matchdays  Saturdays 10am – 5pm  Tuesday Nights 5pm – 10pm |
| **Salary:** | £7.50 per hour |

**Job Purpose**

The position is a job share role based in the Rochdale AFC Ticket Office / Main Reception working split hours over Monday – Friday, 9am – 5pm, plus match days (overtime). The position is a customer facing role in a busy office environment.

The post holder will represent Rochdale AFC front of house and must be smart in appearance, and possess a friendly and pleasant persona.

**Duties:**

* Front of house for all Rochdale AFC enquiries.
* Provide supporters with a friendly, courteous and efficient service.
* Provide information and help to supporters.
* Deliver excellent customer service.
* Answer the telephone in an efficient and friendly manner and direct calls to appropriate staff members.
* Assisting with the general day-to-day duties within the Rochdale AFC Ticket Office.
* General administration duties: scanning, filing, typing, photocopying, printing, mailing etc.
* Process ticketing sales including: season tickets, match day tickets, away ticket sales, telephone sales and online sales.
* Sell tickets via the ticketing system and input data fields correctly.
* Handle cash, debit / credit card transactions.
* Assist with balancing transactions at the end of each day.
* Provide match day support as and when required.
* Support team members through busy periods.

**Experience:**

Experience working within a busy office environment would be desirable.

Microsoft Office including Word, Outlook and Excel is essential.

Experience of handling cash.

Experience working with See Three Sixty would be desirable, however full training will be given.

**Essential Qualities**

The successful candidate will be able to demonstrate the following:-

* Experienced in a customer focused environment.
* A genuine interest in people.
* Confident, positive and a happy disposition.
* Excellent telephone manner.
* Organised, structured and self-motivated.
* IT competent.
* High Personal standards.
* Honest, reliable & trustworthy
* Able to multi task
* Able to work in a busy office environment and work under pressure