## JOB DESCRIPTION

**Ticket Sales Assistant - Casual (£9.50 per hour)**

**B:Music’s mission is to** **inspire a love of live music, through performance, participation and learning.**

**Overall Purpose**

To provide an efficient booking and information service for all customers of Performances Birmingham Ltd, both via counter sales and over the telephone, in line with procedures, standards and targets.

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**Key Accountabilities**

* Accurately process ticket bookings and deal with customer queries in person and over the telephone, using the Box Office ticketing system and other software packages.
* Process subscription bookings accurately as required.
* Sell THSH Membership Packages to customers, proactively upselling where appropriate.
* Process exchanges, upgrades, and refunds accurately and undertake any other associated duties.
* Process parking requests at Symphony Hall for disabled customers in accordance with defined procedures.
* Assist with batch print and ticket dispatch by enveloping tickets as required.
* Record required customer information, ensuring that existing records are checked and updated at point of sale and amendments to the mailing list are processed as necessary.
* Provide customer service in a friendly and professional manner, reporting any relevant issues or complaints to the Manager.
* Handle cash and reconcile income at the end of a sales session in accordance with financial procedures.
* Act as Key Holder for designated Town Hall events
* Answer customer emails in a professional and accurate manner
* Adhere to Company health, safety & environmental policies and always maintain a safe working environment
* Undertake any other duties commensurate with the responsibilities of this role.

**Person Specification**

* Educated to GCSE level or equivalent and can demonstrate numeracy and literacy.
* Experience of providing high levels of service to customers in person or over the phone
* High level of accuracy and attention to detail.
* IT and internet literate.
* Experience of ticketing systems desirable.
* Interest in the Arts and Entertainment.

**Reporting to:** Head of Box Office

**Department:** Box Office, Sales and Marketing

**Contract type:** Casual

**Salary:** £9.50 per hour

**Location:** Symphony Hall, Birmingham

**Closing Date**: 13th September 2021

**Interview Date**: TBC