



Membership Assistant / Receptionist

An exciting opportunity has arisen to work at Sussex Cricket as a Membership Assistant / Receptionist.

Reporting to the Commercial Support Manager, and working alongside another Membership Assistant/ Receptionist, the successful person will be responsible for both the efficient and accurate administration of the Organisation's ticketing and membership service, and for providing a professional and welcoming reception/retail experience in the Club Shop, and online.

This role is located in the main shop/Reception area and is the first point of contact for the general public; therefore, the ability to remain calm under pressure is key. We are looking for somebody who is accustomed to delivering proactive, friendly and professional face-to-face customer service.

Strong organisational skills, advanced IT and administrative skills are essential. The ideal candidate will ideally have experience of working with a ticketing system. The successful person will be an excellent communicator, both in written accuracy and verbal articulation.

This role is Monday-Friday 9am-5pm, in addition to covering all home match-days (including some weekends and evenings) and occasional events.

For further information regarding the role, please visit our website at:
<https://sussexcricket.co.uk/current-vacancies>

To apply, please send a covering letter setting out how you meet the requirements of the role with your CV to Kay Gunn, Head of People at recruitment@sussexcricket.co.uk

Closing date for applications: **10am on Monday 25 February 2019**

Please note that late applications will not be considered.

Strictly no agencies thank you.



Job Title:	Membership Assistant / Receptionist
Reports To:	Commercial Support Manager
Location:	The 1st Central County Ground, Hove with work at the out-ground cricket festivals
Hours:	Full-time (Monday to Friday 9-5pm) plus all home matches and major events. Regular weekend and evening work required, particularly during the cricket season
Salary:	Competitive

Role Purpose

- Accountable for delivering efficient, timely and accurate administration of the Organisation's ticketing and membership service, maximising all revenue opportunities
- To consistently deliver a proactive, effective, professional and welcoming service in the Organisation's Reception and Club Shop

Reception

- Provide a high-quality customer experience to the Organisation's customers (internal and external)
- Maintain a friendly, professional and efficient reception function, acting as the first point of contact for the Organisation's visitors
- To answer telephone calls and ensure messages are passed on in an effective, professional and timely manner
- Responsible for maintaining and updating the ticket information line
- Responsible for the administration and distribution of postage to staff and third-party on-site tenants

Membership/Tickets

- To promote, sell and administer all membership and ticket products
- To provide clear and accurate advice regarding all membership and ticket packages
- Work with the Commercial Support Manager to identify and implement initiatives to generate and increase membership and ticket sales, and improve processes
- Provide an excellent customer service experience, to encourage repeat business and maximise sales opportunities (membership, ticketing and retail)
- To implement the Organisation's client service policy regarding managing complaints



- To handle all member and non-member enquiries, both face-to-face or driven from online/digital sources
- To administer and deliver the Organisation's policy regarding the allocation of all complimentary tickets
- Manage ticket refunds in line with the Organisation's ticket exchange and refund policy for all cancelled/abandoned matches
- Administration of any on-line sales
- Ensure data is accurately entered into the ticketing and CRM systems
- Assist with the management of the members' mailings
- Daily reconciliation of ticketing and membership sales, including provision of reports to the Finance department and Commercial Support Manager
- Investigate and report any discrepancies found as a result of daily reconciliation

Retail

- Proactive approach to selling items in the shop, maximising sales opportunities administration of any online sales
- To plan, pack, deliver and operate the Club Shop as a temporary retail outlet at the out-ground cricket festivals
- Provide advice to the Commercial Support Manager, Head of Commercial and Marketing Manager on suitable products for the Club Shop
- Ensure that the shop displays remained well-stocked with visible pricing
- Responsible for accurate stock control and undertaking of regular stocktake
- Reconcile all financial transactions and report back sales, including provision of reports to the Head of Finance and Commercial Support Manager

Miscellaneous

- Any other task related to the role and business objectives that the Chief Executive may deem appropriate



Person Specification – Membership Assistant/ Receptionist

1. Qualifications	
	N/A
2. Experience	
	<p>Experience of working with ticketing systems (desirable)</p> <p>Experience of working in a reception area of a business (essential)</p> <p>Previous experience in a client-facing role (essential)</p>
3. Skills & Knowledge	
	<p>Proven successful track record of delivering high-quality customer service</p> <p>Friendly and professional telephone manner</p> <p>Accurate numeracy skills</p> <p>Competent IT skills to include experience of:</p> <ul style="list-style-type: none"> a. Producing clear written reports in Microsoft Word b. Producing and analysing data in Microsoft Excel c. Email applications such as Microsoft Outlook
4. Personal Qualities	
	<p>Good clear communication skills and an ability to relate well to customers in a welcoming manner</p> <p>Proactive</p> <p>An attention to detail</p> <p>Collaborative approach</p> <p>Resilient, with the ability to work calmly and politely under pressure, both on own initiative and as part of a team</p> <p>A team-player who can motivate and inspire others to achieve excellence</p> <p>A professional attitude and appearance</p> <p>A positive approach and a “can-do” attitude</p> <p>Emotionally intelligent</p> <p>A proven commitment to the provision of excellent customer service</p> <p>Flexibility with regards to working hours and patterns of working to include weekend and evening working</p> <p>A commitment to continuous improvement</p>