



Job Description

Position Title	Ticketing Services Assistant (Casual)
Division / Section	Cultural Venues (Usher Hall, Assembly Rooms, Churchill and Ross Theatres)
Service Area	City of Edinburgh Council – Place
Responsible To	Ticketing Services Supervisor

MAJOR TASKS

To provide outstanding frontline service to customers using the Cultural Venues box office for a wide range of performances, events and programmes across the performance venues (Usher Hall, Assembly Rooms, Churchill Theatre and Ross Theatre) and agency sales for other external events; ensuring first class customer care is provided across a range of channels which support the sales and marketing of events.

JOB ACTIVITIES

Customer Service

- To provide first class service to customers using the Cultural Venues box office service, in-person, by phone, by email or on social channels.
- To provide a welcoming environment, ensuring visitors first impression is a positive one.

Sales

- Carry out ticket sales for events or assist with general enquires regarding events, ticketing or attending cultural venues.
- Undertake administrative duties associated with online sales
- Undertake social media activities relating to events, such as concert information updates and customer feedback, as instructed

Finance

- Prepare income for banking, in accordance with procedures.
- Provide basic statistical information

Team

- Work effectively as part of a team within own area and across the wider environment in which the post holder operates.
- Support new member of the team and assist in their training as required.

Creativity and Innovation

Required to use initiative and prioritise competing demands for service, while continuing to offer high standard of customer care. Required to resolve operational problems and organise daily tasks.

Contacts and Relationships

Extensive contact with the public in a sales/customer service role.

Daily contact with Ticketing Services Supervisor/Duty Manager and venue colleagues in other departments with regards to service delivery.

Some contact with promoters and their representatives – responding to their needs regarding the ticketing of their events.

Decisions (Discretion)

Works within procedural guidelines

Makes decision on how best to resolve queries and complaints

Often must work under pressure and to deadlines

Decisions (Consequences)

Ability to make immediate decisions about operational issues to assist customers

Environment – Work Demands

Must work hours that are best suited to meeting the needs of the service. Required to work at evenings and weekends in the venues during events and performances.

Must adapt communication skills to deal with a wide range of customers and clients in an environment where information is key and constantly changing.

Uses their initiative to work around certain operational priorities – e.g. concert start time, volume of customers on counter/phones

Environment – Physical

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office-based activities.

Environment – Working conditions

Although the post may be exposed to some adverse working conditions, including working on the box office counter, which can be noisy, these will be predominantly within the range of normal office-based activities.

Environment – Work Context

Required to deal with the public for at least 95% of their shift.

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Supervision and Management of People

Give guidance to new or less experienced colleagues