

Job Description

Position: Customer Service Advisor
Reporting to: Box Office Operations Manager

Job function: The Customer Service Advisor will be responsible for all theatre ticket sales and enquiries within the customer service centre, whilst at all times providing 5 star customer service.

Responsibilities:

- To respond to ticket enquiries over the phone and e-mail
- To resolve any customer service issues and queries and escalate where required
- To provide 5 star customer service at all times
- To use ENTA ticketing system to sell tickets
- To accurately capture patron details according to GDPR and other applicable legislation and regulation related to personal data
- Accurately process payments across multiple systems
- To prepare and print tickets for dispatch
- To assist and process all access bookings and enquiries over the phone and via e-mail
- Check all online access bookings and assist where required
- To fulfil administrative tasks when required
- To support the Customer Service Supervisors in the daily running of the customer service centre
- To perform all other reasonable tasks on request
- To represent the company in a professional manner at all times
- To be aware of the Health and Safety of other staff at all times
- To undertake training via the Hub or in person on an ongoing basis

Skills:

- A working knowledge of West End theatre
- Experience within a ticketing environment
- Motivated, organised and pro-active individual
- Excellent written and verbal communication skills
- Computer literate with a working knowledge of Microsoft Office
- Customer service experience
- Patience and empathy
- A team player, with excellent interpersonal and relationship skills
- Experience of computerized ticketing systems.