



TICKET OFFICE ASSISTANTS

Nottingham Rugby is looking to recruit Ticket Office Assistants to work on home match days in the Ticket Office at The Bay.

There are a number of positions available. The successful candidate will work in a team of staff selling tickets to supporters on match day and helping with queries etc. Full training will be provided.

The successful applicant must be confident with the use of computers – training will be given for the in-house ticketing system.

Key Tasks & Responsibilities

- Delivering a first-class level of customer experience to all supporters purchasing tickets for Nottingham Rugby fixtures and other sporting events
- Undertake sales, collections and re-prints of match tickets
- Contribute to the full spectrum of face-to-face, telephone and administrative activities required to ensure that the ticketing function runs smoothly every matchday
- Ensure all customer records are kept as accurate and up to date as possible
- Perform a range of ad-hoc tasks which are not necessarily restricted to the ticketing operation
- Provide a full breakdown of all tickets sold on matchday

Skills, Knowledge & Experience

- Previous customer service experience in a fast-paced environment
- Strong communication skills and a highly professional manner
- Well organised and able to prioritise
- Good command of English, spoken and written
- Highly computer-literate with a good grasp of MS Word, Excel and/or a previous ticketing system
- Proactive, self-motivated and resilient
- Flexibility with working hours and days
- Previous customer facing role is desired

**NOTTINGHAM
RUGBY
2021-22**
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The Bay
1 Holme Road
West Bridgford
Nottingham
NG2 5AA

Other

- This a matchday position based upon a 3-hour working day, although there may be some provision for extra hours during the week
- You will be expected to work every home matchday and sporting event held at The Bay
- Possessing excellent IT and interpersonal skills, the successful applicants will have the confidence to work independently and as part of a team
- A flexible, customer-first approach is essential for anyone considering applying for this role

To Apply

- Application is via CV to media@nottinghamrugby.co.uk
- Closing Date: Open
- Salary: Competitive

Equal Opportunities

Nottingham Rugby is committed to the principle of equal opportunity and its policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant receives less favourable treatment on the grounds of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national origin, disability or gender reassignment. Applicants must be eligible to live and work in the UK.

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