



Membership Assistant / Receptionist

An exciting opportunity has arisen to work at Sussex Cricket as a Membership Assistant / Receptionist. This is a great time to be joining the Organisation as we are soon to be launching our four-year strategic plan.

Working with the Membership and Ticketing Supervisor, the successful person will be responsible for both the efficient and accurate administration of the Organisation's ticketing and membership service and the reception/retail experience in the Club shop, and online.

The position is located in the main shop/reception area and is the first point of contact for the general public; therefore, the delivery of an effective, friendly, professional and welcoming service is key.

The successful candidate will be self-motivated with a commitment to delivering outstanding customer service. Strong organisational skills and advanced IT and administrative skills are essential. The successful candidate will be an excellent communicator, both in written accuracy and verbal articulation.

This role will be required to work Monday-Friday 9am-5pm, in addition to covering all home match-days (including some weekends and evenings) and occasional events, with a willingness to take on additional duties as and when required.

For further information regarding the role, please visit our website at:
<http://www.sussexcricket.co.uk/jobs-with-sussex>

To apply, please send a covering letter setting out how you meet the requirements of the person specification along with your CV to Kay Gunn, Head of HR & Client Services at recruitment@sussexcricket.co.uk

Closing date for applications: **10am on Tuesday 17 October 2017**

Please note that late applications will not be considered.

No agencies thank you.



Job Description

Job Title:	Membership Assistant / Receptionist
Reports To:	Membership and Ticketing Supervisor
Location:	Sussex Cricket, The 1 st Central County Ground, Hove with work at the outground festivals
Hours:	Full-time Monday-Friday 9am-5pm All home match days and other key events (weekend and evening work)
Remuneration:	Competitive package

Role purpose

- Accountable for delivering efficient, timely and accurate administration of the Organisation's ticketing and membership service
- To consistently deliver an effective, friendly, professional and welcoming service to the general public in the Organisation's reception and shop

Reception

- To be the first point of contact for the Organisation's visitors and maintain a friendly, professional and efficient reception function
- To answer telephone calls and ensure messages are passed on in an effective, professional and timely manner

Membership/Ticketing/ Retail

- To sell memberships and tickets
- To provide clear and accurate advice regarding ticket and membership packages
- Identify creative ways to generate and increase membership sales and improve process efficiency
- Proactive approach to selling items in the shop
- Administration of any on-line sales
- Ensure data is accurately entered into the ticketing and CRM system
- Provide an excellent client service experience to encourage repeat business and maximise sales opportunities (membership, ticketing and retail)



- Assist with the management of the members' mailings
- To ensure that ticket/membership transaction reports are delivered, that all revenue collected balances are correct, and any anomalies are fully investigated and rectified
- To implement the Organisation's client service policy and processes for managing complaints, requests for information/action and interaction with members on a regular basis
- To handle all website-driven customer requests and all members' correspondence, including charity requests
- To support the Organisation's policy regarding the allocation of all complimentary tickets
- Any other reasonable tasks that the Chief Executive may deem appropriate



Person Specification – Membership Assistant/ Receptionist

1. Qualifications	
	N/A
2. Experience	
	Experience of working with ticketing systems, preferably Pro-Venue (desirable) Experience of working in a reception area of a business (essential) Previous experience in a client-facing role (essential)
3. Skills & Knowledge	
	Excellent demonstrable knowledge of client service principles, with an understanding of client expectations and how these can be met Friendly and professional telephone manner Accurate numeracy skills Competent IT skills to include experience of: <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	
	Good clear communication skills and an ability to relate well to customers in a welcoming manner Proactive An attention to detail Collaborative approach Resilient, with the ability to work calmly and politely under pressure, both on own initiative and as part of a team A team-player who can motivate and inspire others to achieve excellence A professional attitude and appearance A positive approach and a “can-do” attitude Emotionally intelligent A proven commitment to the provision of excellent customer service Flexibility with regards to working hours and patterns of working to include weekend and evening working A commitment to continuous improvement