

Mayflower

JOB DESCRIPTION

Job title:	Sales Assistant
Department:	Sales and Marketing
Reporting to:	Sales Team Leaders
Liaise with:	Customers
Grade:	Staff

Background

Sales Assistants are responsible for the provision of accurate information to the public and internal departments, ensuring the efficient selling of Mayflower Theatre and MAST Mayflower Studio's programme and services.

Job purpose

Sell tickets and related services and to provide accurate information about Mayflower Theatre and MAST Mayflower Studio events, performances and activities. Be proactive in all information and sales functions including assisting customers through all sales channels, encouraging repeat purchase of events, merchandise, programmes and packages. Maintain a high standard of service and customer care at all times.

Main Duties

- Ensure a good knowledge and promotion of Mayflower Theatre and MAST Mayflower Studio's programme, services and events.
- Provide excellent customer service across the phone, in person and through any other communication channels.
- Proficient and accurate use of Mayflower Theatre ticketing system, Tessitura.
- Implement efficient inbound and outbound sales activity, including group bookings.
- Assist in all areas of sales activity through all sales channels, including the processing of enquiries.
- Assist online bookers via the Web Chat service.
- Assist with the upkeep and accuracy of patron data.
- Understand individual responsibility for ensuring accurate application and the protection of individual's data in accordance with the Data Protection Act.
- Advise appropriately on the Theatre's accessibility in relation to the customer requirements and offer any available discounting or assistance.
- Ensure knowledge and compliance of the Theatre's general terms and conditions of sale.
- Efficient communication of any relevant information to support the operation and other departments.
- Be proactive and knowledgeable in the support of the Theatre's charitable efforts and aims.
- Be aware of and follow Health and Safety and security procedures.

- Assist with general office duties and ensuring the offices are kept tidy.
- Perform any reasonable duties as assigned by Head of Sales and Marketing, Ticket Sales Manager and Team Leaders.

Signed:

Name:

Date: