## Role Profile
### Ticket Sales Advisor

**Role Reports To:** Team Manager

**Role Purpose:**
Process customer ticket sales onto the ticketing system from incoming calls. Flexibility essential. All sales processes must be adhered to. Must be GDPR compliant. Handle sales orders via the ticket office counter in a timely way ensuring that your cash/till balances at the end of every day. Ensure Aston Villa’s brand values are championed at all times.

**Main Responsibilities and Accountabilities**

- To ensure all transactions are completed accurately and in a timely way within set time scales.
- Handle sales orders via the ticket office counter in a timely way ensuring that your cash/till balances at the end of every day. Ensure that all banking processes are adhered to at all times.
- Ensure the call quality standard is met on every call and every opportunity is sought to drive individual as well as departmental and Club objectives by upselling AV products and services.
- Carry out requests received from internal customers from other departments.
- Contribute to the overall performance and development of Consumer Sales through team meetings, briefings, training sessions, 1:1 coaching and identification of one’s own training needs.
- Undertake ad hoc duties from time to time and as requested from the Management Team including tasks allocated by the Urgent Action Desk.
- Be flexible and adaptable to working hours to ensure that the department runs smoothly at all times including first team match days.
- Handle all types of calls including inbound and outbound calls by actively calling AV customers from our database by making outbound calls to sell, promote or research AV or Partners products.
- Handle sales orders face to face via the ticket office counter ensuring that your cash/till balances at the end of your shift.
- Update customer records onto the ticketing system accurately.
- Ensure all tasks are completed within set time scales and relevant processes are adhered to.

**Key Skills & Experience**

- Proven Telemarketing experience working in a similar role is essential.
- Strong customer service skills, working within a fast-paced customer service environment.
- Excellent telephone communication skills including active listening and the ability to be assertive and persuasive without being aggressive.
- Ability to identify decision makers and determine buying process.
- Ability to think on your feet.
- Ability to work to sales targets.
- Work flexible hours as the Club requires, this will include matchday working evenings and weekends.

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