

JOB OPPORTUNITY – MATCHDAY TICKETING ASSISTANTS

We are looking for smart, enthusiastic, customer-focused individuals to provide a first-class service to Nottingham Forest supporters on matchdays. Combining the key skills required for face-to-face and inbound/outbound customer liaison, the role of Ticketing Executive is pivotal to the smooth running of the Club’s ticketing operations.

Reporting directly to the Ticket Office Staff and Administration Co-ordinator, you will be expected to perform and exceed the expectations in the following:

Key Tasks & Responsibilities	<ul style="list-style-type: none"> • Delivering a first-class level of customer experience to all supporters purchasing tickets for Nottingham Forest fixtures. • Undertake sales of match tickets, season cards, membership and other ancillary products promoted by Nottingham Forest, not necessarily restricted to matchday. • Identify opportunities to up-sell products with every customer interaction. • Contribute to the full spectrum of face-to-face, telephone and administrative activities required to ensure that the ticketing function runs smoothly every matchday. • Participate in all Ticket Office-led matchday activities including front-of-house and telesales, ticket collections and “Here-to-Help” customer service activities in-and-around the stadium footprint. • 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.
Skills, Knowledge & Experience	<ul style="list-style-type: none"> • 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 and Excel. • Proactive, self-motivated and resilient. • Flexibility with working hours and days. • Previous customer facing role is desired.
Other	<ul style="list-style-type: none"> • This a matchday-only position based upon a 7-hour working day, predominantly on matchday Saturdays. Some Sunday and evening hours will be required. • You will be expected to work every home matchday and sporting event held at The City Ground where possible. • 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	<ul style="list-style-type: none"> • Application is via CV with a one page covering letter to jobs@nottinghamforest.co.uk <p>Due to the high volume of applications we receive daily, please state your name and the job role in the email subject bar on application as follows: NAME – JOB ROLE – APPLICATION</p> <ul style="list-style-type: none"> • Closing Date: 3rd August 2021 • Interviews to be carried out the week commencing 9th August 2021 • Salary: Competitive
Equal Opportunities Commitment	<p>Nottingham Forest Football Club is an equal opportunities employer and welcomes applications from all suitably qualified persons, regardless of age, disability, gender, gender reassignment, marital / civil partnership status, pregnancy / maternity leave, race, religion/belief, sexual orientation, or any other legally protected characteristic.</p>