



### ***Job Description***

Job Title : Ticketing Assistant  
Reporting to : Retail & Ticketing Manager

*The position of Ticketing Assistant is expected to work diligently in the club ticket office, ensuring all tickets are delivered to customers with the highest level of customer service.*

#### **Main Responsibilities and Activities**

- To sell season tickets and match tickets to customers in an organised and effective manner.
- To be confident taking card payments and handling cash.
- IT skills are a must for this role, as there will be a lot of work on our online databases and ticketing system.
- Provide the highest level of customer service, in line with company standards.
- Answer calls and direct where relevant should customers be looking for other departments.
- Manage all online and in-person ticketing orders, ensuring these are despatched in a timely manner.
- Ensure the ticket office is always clean and tidy.
- To be on hand to assist the ticketing manager with any other tasks that require undertaking.
- To be flexible in working hours for ad hoc events.
- You will be an advocate for collaborative working, working together as part of the wider team with all other departments within the Company and external agencies and parties.
- You will be a positive role model for the Company, encouraging and promoting the core values and strong ethos of Kilmarnock Football Club, including supporter and community engagement.