
POSITION:	Customer Sales Advisors
REPORTS TO:	Contact Centre Manager
EMPLOYING ENTITY:	HQ Theatres
LOCATION:	Southend-on-sea (Cliffs Pavilion)
HOURS:	Full Time, Part Time and Casual Positions available
SALARY:	£9.85 per hour

HQ Theatres is the UK's leading specialist regional theatre operator and part of Trafalgar Entertainment Group. Our Contact Centre team is responsible for all aspects of customer contact across our portfolio of venues - including ticket sales, group and access bookings and other general customer enquiries.

We are seeking to expand the team and have various full-time, part-time and casual opportunities available all located at the Cliffs Pavilion in Southend-on-sea.

Job Purpose:

As part of the Customer Contact team, to provide an excellent service to all customers in order to maximise ticket sales and ensure that a consistent excellent level of customer service and care is provided.

Key responsibilities:

- Manage inbound calls & email/webform messages in a timely manner
- Identify the needs of customers, resolve issues, and provide solutions.
- Undertake all duties in a way which contributes to the Group objective of providing excellent customer service
- Meet individual and team objectives, SLA's, KPI's and sales targets
- Identify, escalate, and report priority issues to the management team
- Obtain and evaluate all relevant data to handle complaints and enquiries with effectiveness and professionalism
- To sell tickets to incoming callers using the AudienceView ticketing system for all shows and events taking place across HQ's network of venues.
- Participate in induction and training programmes to ensure that appropriate skill levels are achieved to reach targets; and that customer requirements and business needs are met
- Administer all credit card transactions accurately without discrepancy to minimise loss of income and fraud and in line with PCI requirements.
- Collect customer data in line with GDPR Regulations and Company policy in order that accurate data is maintained to ensure efficiency in future sales and marketing campaigns
- Ad hoc duties as and when required

Knowledge & Skills

- Excellent verbal and written skills and a professional telephone manner
- Customer service focus
- Attention to detail and working in a busy environment
- Knowledge and/or interest of theatre
- Experience in a customer service or contact centre and/or of ticket-sales desirable

To apply, please send a CV and cover letter to: Kerry Dohan (kerryd@southendtheatres.org.uk) by 5pm on Dec 12th 2021.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.