



**Direct Tel:** 0161 876 2068  
**Email:** [recruitment@thelowry.com](mailto:recruitment@thelowry.com)

**PRIVATE & CONFIDENTIAL**

Dear Sir/Madam,

**APPOINTMENT OF TICKET SALES AGENT**

Thank you for your interest in the above post. Please find enclosed the job description and personal specification for Ticket Sales Agent.

To apply for this position, please complete the application form. Under the Additional Information section please describe how you will apply your knowledge, experience, skills and qualities to fulfil the main duties and responsibilities of the post within a high profile visual and performing arts facility.

The deadline will close once all contracts have been filled. Please email your application form to [recruitment@thelowry.com](mailto:recruitment@thelowry.com) or post to Human Resources, The Lowry, Pier 8, Salford Quays, M50 3AZ.

Thank you again for your interest in The Lowry.

Yours faithfully,

Kay Sutton  
**Human Resources Advisor**



## **JOB DETAILS**

Post Title : Ticket Sales Agent (Based in venue contact centre)

Department : Ticketing

Reports to : Ticketing Team Leader

## **JOB PURPOSE**

To respond to Lowry and Quaytickets customer booking enquiries either by telephone, post, in person or e-mail in order to maximise sales and deliver the highest standard of customer service.

## **MAIN DUTIES AND RESPONSIBILITIES**

- Act as a first point of contact for the customer, to carry out Lowry and Quaytickets booking transactions for customers using the computerised box office systems both on site at The Lowry contact centre and off site at mobile box offices as required.
- Ensure that accurate customer information is actively obtained, recorded and maintained within the database according to the Data Protection Act
- Carry out telesales campaigns
- Reconcile the till at the end of each shift
- Promote and comply with legislation and The Lowry's policies on equal opportunities and health and safety both in the delivery of services and the treatment of others.
- Identify and undertake training and development as required in order to meet personal and business needs.
- Undertake any other reasonable duties, commensurate with the level of the post so as to ensure the smooth running of The Lowry.

## **REVIEW ARRANGEMENTS**

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically

reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

CRITERIA	ESSENTIAL	DESIRABLE
<b>SKILLS/ABILITIES</b>	<p>Strong communication skills</p> <p>Strong customer care skills</p> <p>Good organisation skills</p> <p>Ability to work well as part of a team</p> <p>Ability to work well under pressure</p>	
<b>KNOWLEDGE</b>	<p>Data protection act</p> <p>Microsoft Outlook</p> <p>Used windows based PC applications</p>	<p>Computerised box office systems especially Audience View, ENTA, SRO4 or Secutix</p> <p>Venue ticketing for Theatre, visitor attractions or sports venues</p>
<b>QUALIFICATIONS, TRAINING AND EDUCATION</b>	<p>Numerate</p> <p>Literate</p>	
<b>EXPERIENCE</b>	<p>Experience of working in a contact centre sales environment</p> <p>Experience of using computerised sales systems</p> <p>Experience of upselling products over the telephone</p> <p>Experience of responding to customer queries via e-mail</p>	<p>Dealing with difficult customers</p> <p>Cash handling</p> <p>Working across multiple computerised sales systems</p>

<b>OTHER REQUIREMENTS</b>		