JOB VACANCY

JOB TITLE	Retail and Ticketing Assistant
DEPARTMENT	Commercial

RESPONSIBLE TO	Ticketing and retail supervisors

SALARY	£12.71
CONTRACT	Casual working hours which will include: - Monday, Tuesday, Wednesdays

ROLE RESPONSIBILITIES

We're recruiting for a Retail and Ticketing assistant.

Our retail and ticketing assistants are first point of contact for many of our customers and therefore it is essential that they carry a friendly disposition, have strong people skills and are comfortable communicating with the public, face to face, over email and over the telephone.

The main purpose of the role is to facilitate any sales requirements (both ticketing and merchandising) while providing the highest level of customer service. Occasionally staff may be required to work at other sites.

Other tasks may include but are not limited to:

- Meeting and greeting customers
- Answering customer queries on our products and services, both online and in-store
- Process payments and refunds
- Stock replenishment
- Shirt printing
- Fulfilment of online merchandise and ticketing orders
- Maintain high store standards
- Provide clerical support to the retail and ticketing department

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PERSON SPECIFICATION, SKILLS & EXPERIENCE

- Previous experience working within a customer facing role.
- Organised
- Strong communicator
- Excellent people skills
- Able to work under pressure
- Comfortable using computerised equipment such as point of sale systems and PC

GENERAL STATEMENT

Should an adequate number of applications be received prior to the closing date, Swansea City AFC reserve the right to remove this advert.

Due to a high demand in applications the Club will be unable to respond to those applicants who have not been shortlisted for interview.

SAFEGUARDING & WELFARE

The Company is committed to safeguarding and promoting the welfare of children and young people involved in activities and event at the Company. As part of the Company's recruitment and selection process any offers of work involving working in regulated activity with children are subject to a satisfactory enhanced DBS Disclosure and barred list check (depending on the level of supervision, frequency, and nature of contact with children).

The Company may also conduct online searches of candidates who have been shortlisted as part of its safer recruitment procedures. Appropriate references will be required.

EQUALITY, DIVERSITY & INCLUSION STATEMENT

Swansea City AFC strives to ensure it provides an environment where everyone's rights, dignity and individual worth is respected and takes a zero-tolerance approach to any form of discrimination. Equal Opportunity is an integral part of our recruitment and selection process, and we welcome applications from all individuals who feel they meet the core requirements of the role.

We are particularly encouraging applications from women, disabled people and individuals from diverse ethnic communities who are currently under-represented within the organisation.

All appointments will be made on merit of skill and experience relative to the role.

HOW TO APPLY

Please complete an Application Form, available HERE. If you require the application form in an alternative format, please email jobs@swanseacity.com