

# Job Description

1. **Date:** August 2017

1.1 **Post Title:** **TKTS Sales Supervisor**

## 1.2 MAIN PURPOSE OF JOB

Supervising sales advisors, ensuring TKTS provides a helpful and efficient sales service to the general public. Monitoring inventory levels, direct staff management and responsibility for sound financial practices. To ensure a safe and efficient working environment is maintained.

## 1.3 POSITION IN ORGANISATION

Name and position of Line Manager: TKTS Sales Team Manager  
Responsible for: Sales Advisors

## 1.4 MAIN ACCOUNTABILITIES

- Ensure highest level of customer service standards are maintained
- Provide informational and system support to Sales Advisors
- To display proficiency in ticketing software processes including sales, refunds, reporting etc
- To undertake queue management/information function externally when required by business levels
- To assume window sales responsibilities as required by business levels
- Manage face-to-face customer complaints, supporting Sales Advisors in the process
- Liaise with box offices re allocations, markbacks and reporting
- Deputise for the Ticketing System Manager and Administration Manager in their absence
- To undertake staff training
- To conduct staff appraisals
- Identify training needs in Sales Advisors and communicate accordingly
- Accurate and timely updating of signage as required
- To be responsible and accountable for accurate financial management and records
- Handling and supervision of banking as required
- To undertake financial spot audits as required
- To manage all opening and closing procedures, including responsibility of building security
- To ensure that any operational equipment issues are reported to Senior Management at the first available opportunity
- To keep abreast of all developments in the West End including new productions, cast changes, recommended ages, closures etc.
- To undertake and assist with promotions and marketing initiatives as they arise
- To maintain a safe and secure working environment
- To undertake any other duties as reasonably required

## Person Specification – TKTS Sales Supervisor

Competency	Attributes	Essential/ Desirable
<b>Experience</b>	1.1 Minimum of three years proven customer service experience in a busy sales environment	Essential
	1.2 Experience of ticketing systems	Desirable
	1.3 Previous staff management experience	Essential
	1.4 Previous experience of working in an Arts environment	Desirable
<b>Knowledge</b>	2.1 Detailed knowledge of West End theatres and productions	Essential
	2.2 Geographical knowledge of London	Desirable
	2.3 Commitment to equality and diversity	Essential
<b>Skills/ Abilities</b>	3.1 Excellent Interpersonal skills	Essential
	3.2 Numeracy	Essential
	3.3 Commitment to remedy problems using own initiative	Essential
	3.4 Diplomacy	Essential
	3.5 Ability to quickly identify customer needs through effective questioning	Essential
	3.6 Competency in Microsoft Office packages	Essential
	3.7 Ability to work effectively as part of a team, maintaining a positive outlook at all times	Essential
	3.8 Strong organisational ability	Essential
<b>Qualifications</b>	4.1 Educated to a minimum of 5 GSCE grade A-C or equivalent including Mathematics and English	Essential
	4.2 Foreign language	Desirable
	4.3 Evidence of continuous personal development	Desirable