



## Retail & Ticketing Assistant (Part Time)

### Job Description

<b>Job Title</b>	Retail & Ticketing Assistant
<b>Department</b>	Retail & Ticketing
<b>Reports To</b>	Retail & Ticketing Manager
<b>Location</b>	Based at The Lamex Stadium, Broadhall Way, Stevenage, SG2 8RH
<b>Hours</b>	32 Hours- Monday, Tuesday Friday 9-5pm + Saturday Home Matchdays 9-5pm (non-match week, 9-5pm Wednesday OR Thursday)

### Role Responsibilities & Key Duties

- Have a good level of customer service skills to sell merchandise and match tickets in our club shop
- Help maintain the shops appearance and organisation, keeping the lines stocked up
- Ensure all stock is priced and sized appropriately on the shop floor
- Carry out regular stock takes and input the data
- Process and package all mail-orders within stated timeframes
- Manage refunds and returns in-line with our policy
- Gain the knowledge to advise and answer customer queries via telephone, email and face-to-face
- Monitor email accounts and respond within 48 hours to customer queries
- Be able to handle money and cash up daily
- Being able to reconcile match tickets
- Being able to reconcile the days money
- Be competent on the computer and have a willingness to learn new systems
- Have basic knowledge of word, excel etc.