



## Job Description

### Job Title: Ticket Office Assistant (TA01)

- 1. Job title:** Ticket Office Assistant
- 2. Reports to:** Managing Director, other Directors and Box Office Manager
- 3. Job summary:** Process admissions and tickets for events and tours at Crumlin Road Gaol in a friendly and helpful manner.
- 5. Key relationships:** Customers, Staff and DfI
- 6. Hours:** Full time

### Key Duties

This role is vital to the success of the Visitor Attraction and will contribute significantly maximising visitor experience and activity.

You will be one of the first points of contact in person and on the telephone for visitors. You will be responsible for:

- Meet and greet visitors at the Crumlin Road Gaol, and on the telephone.
- The sale and issue of tickets to the attraction.
- Pre-booking visitors online and over the telephone.
- Retail duties
- Maximising revenue by encouraging customers to make a booking for other events.
- Other administrative roles as required and instructed by management.

The list above is not exhaustive and the role will include other details not detailed here.

### Essential Requirements:

- At least 1 years' experience preferably in tourism related customer service environment.
- Excellent verbal and physical communication skills in person and on the telephone.
- Relevant IT experience. Extensive Knowledge of Microsoft Excel, Work and Outlook.
- Ability to adapt to changes in Information Technology.
- Ability to perform effectively in a busy environment.

**Additional Information:**

Crumlin Road Gaol Visitor Attraction and Conference Centre expect all employees to work as a team in a friendly and professional environment. During busy periods we will require employees to contribute in other areas of the business to ensure a smooth and professional service is delivered.