THE COURTYARD TRUST
JOB DESCRIPTION

Post Title:	Customer Sales Assistant	**Department:**	Marketing & Sales
Post Reference:	CY10/022	**Grade/Salary:**	Minimum Wage / National Living Wage
Contract	Casual (as-and-when required)	**Based at:**	The Courtyard, Edgar Street, Hereford, HR4 9JR (but the post holder may be relocated in the interests of the efficiency and effectiveness of the organisation)
Responsible to:	Customer Sales Manager and Head of Marketing & Sales	**Responsible for:**	

Purpose of the Post

To assist the Sales team by ensuring The Courtyard is recognised as the primary performing arts provider in Herefordshire.

To work as a casual member of the Marketing & Sales team, keeping on top of training and initiatives, proactively maximising sales opportunities for all Courtyard activities and ensuring excellent customer care standards at all times.

To assist the Marketing & Sales Department to increase attendance and earned income, develop new audiences and present a high and positive profile to the public for all aspects of The Courtyard's work.

1. Duties & Responsibilities

1.1 To proactively sell tickets and promote other products and services in a friendly, helpful manner to customers in person, by telephone, email and by post in order to assist The Courtyard to achieve its income targets.

1.2 Politely and informatively answer customer enquiries about The Courtyard and its activities.

1.3 To encourage customers to join The Courtyard's mailing list and promote email and online booking.

1.4 To reconcile cash/takings to sales and record, as directed by the Finance Department and Customer Sales Manager.

1.5 Process debit/credit card transactions accurately and efficiently.

1.6 Approach matters of change and training in an open and enquiring manner.

1.7 Undertake any clerical duties that may be required and assist with membership administration.

2. Miscellaneous

2.1 To be familiar with and comply with all policies contained within the Staff Handbook, and all other relevant health & safety, operational, personnel, data protection and financial regulations, policies and procedures.

2.2 To be flexible and adaptable, and to perform any other duties within the organisation that from time to time may be required. To attend compulsory Box Office meetings and away days.

2.3 The post holder's duties must at all times be carried out in compliance with The Courtyard's Equal Opportunities Policy ensuring equality of opportunity is afforded to all persons both internal and external to The Courtyard, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.

3. Special Conditions

3,1 *Working Hours:* this post is casual and the post holder will work on an as-and-when required basis. They will be required to work unsociable hours including evenings, weekends and bank holidays as part of their normal working week, and also during holiday seasons such as Christmas.

3.2 The post holder does not qualify for overtime payments and enhancements.

3.3 It is compulsory to wear a uniform.