
POSITION: Customer Care and Sales Contact Centre Assistant
REPORTS TO: Sales & Customer Service Manager
EMPLOYING ENTITY: London Theatre Direct
LOCATION: London
HOURS: Part Time, 16 hours per week (Saturday and Sunday)

London Theatre Direct (LTD) is a live entertainment ticketing business that sells theatre tickets in the West End, nationally and internationally. London Theatre Direct is part of the Trafalgar Entertainment Group.

Job Purpose:

As part of the Customer Care and Sales Contact Centre team, maximise ticket sales and ensure that a consistent excellent level of customer service and care is provided.

Key responsibilities:

- Manage large amounts of calls & live chat messages in a timely manner
- Identify the needs of customers, resolve issues, and provide solutions.
- Build sustainable relationships and engage customers by taking the extra mile
- Undertake all duties in a way which contributes to the Group objective of providing excellent customer service
- Meet individual and team objectives, SLA's, KPI's and sales targets
- Identify, escalate, and report priority issues to high-level management
- Obtain and evaluate all relevant data to handle complaints and inquiries with effectiveness and professionalism
- To sell tickets to incoming callers, when necessary, for London musicals, plays, dance performances and operas in line with Company policy, using the on-line ticketing system
- Participate in induction and training programmes to ensure that appropriate skill levels are achieved to reach targets; and that customer requirements and business needs are met
- Administer all credit card transactions accurately without discrepancy to minimise loss of income and fraud
- Collect customer data in line with GDPR Regulations and Company policy in order that accurate data is maintained to ensure efficiency in future sales and marketing campaigns
- Ad hoc duties as and when required

Knowledge & Skills

- Excellent English verbal and written skills
- Customer service focus
- Attention to detail and working to tight deadlines
- Knowledge and/or interest of theatre
- Command of French, German or Spanish language, desirable

To apply, please send a CV and covering letter to recruitment@trafalgarentertainment.com.

LTD is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.