



CARLISLE UNITED FOOTBALL CLUB

Brunton Park, Warwick Road, Carlisle, Cumbria CA1 1LL

Main Switchboard: 03300 945 930

carlisleunitedfc

@officialcufc

enquiries@carlisleunited.co.uk

www.carlisleunited.co.uk

Vacancy – Ticket and commercial/retail assistant

An exciting opportunity has arisen for a ticketing and commercial/retail assistant to join our staffing team at Carlisle United based at Brunton Park.

This is a shared role between the ticket office, commercial department and retail department. It is a full-time role requiring a high level of customer service. This role requires working on home match days.

About the role

This is an exciting opportunity to join the club and help deliver a high standard of customer service while improving the match day experience for all our supporters. This role will include dealing with customers both face to face and over the telephone to deliver excellent customer care. This role involves working closely with other departments within the club and developing new projects and ideas to build the fan base.

The role requires a wide range of skills and an enthusiastic approach to work.

Role and responsibilities (but not limited to)

General

- Providing high level of sales and customer service both in the ticket office and the retail department.
- Being first contact within the club for many supporters and club guests.

Tickets

- Sale and distribution of both home and away match tickets and dealing with any enquiries regarding tickets for matches.
- Selling of season tickets and membership packages through the ticket office.
- Providing a good understanding of the stadium layout to ensure supporters receive the most appropriate tickets.
- Liaising with opposition clubs to arrange ticket sales and sales reconciliations.
- Provide a reception duty including answering the switchboard phones and greeting guests to the club.
- Working daily with our ticketing software system, collating customers details correctly in keeping with the GDPR regulations.
- Assist with the junior membership schemes and actively derive these schemes and their activities.

Retail

- Selling of retail products in the club shop and processing orders received through the online store.
- Provide a high level of product understanding in the retail department to assist customers.
- Use of shop EPOS system and daily reconciliation of till receipts.
- Ensuring shop areas are kept clean and presentable.
- Match day duties will be based in the club shop.

Commercial

- Assisting the commercial department with sales of sponsorship packages as required



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Personal requirements –

- Good computer skills including Microsoft Word, Excel and Outlook.
- Good written and numeracy skills.
- Experience working in a demanding customer service environment.
- Planning and organisational skills.
- Confident and enthusiastic personality.
- Ability to work on own initiative and within a team.
- Excellent telephone and interpersonal skills.
- Some knowledge and understanding of Carlisle United FC and the stadium.
- Applicants must be over the age of 18.

The position is salaried and will be dependent upon experience.

How to apply –

Please send a covering letter and your CV by email to enquiries@carlisleunited.co.uk or by post to – Carlisle United FC, Brunton Park, Warwick Road, Carlisle CA1 1LL.

Closing date is Friday 27 September 2019.

Carlisle United Football Club is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. Applicants, if required at club discretion, will be expected to submit to enhanced DBS Enhanced Criminal Records and this may include checks against the Barred Lists, as such it is exempt from Rehabilitation of Offenders Act (1974). All convictions including spent convictions that have not been subject to filtering by the DBS should be declared.

Carlisle United Football Club is committed to promoting inclusion and to confront and eliminate discrimination whether by reason of age, gender, gender reassignment, sexual orientation, marital status or civil partnership race, nationality, ethnicity (race), religion or belief, ability or disability, pregnancy and maternity and to encourage equal opportunities, including in our recruitment of staff.



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