



LEEDS UNITED®

Ticket Sales Advisor

An exciting job opportunity has arisen at Leeds United FC for a Ticket Sales Advisor based at our stunning Elland Road Stadium.

Leeds United Football Club is an English professional football club based in the city of Leeds, West Yorkshire and play at our fabulous stadium based on Elland Road, which has been the home of Leeds United since 1919 and remains one of English football's great theatres and is 'the only place for us' ever since. With a capacity of 37, 642, it is England's 11th largest football ground in the Premier League.

Everyone at Leeds United is dedicated to working as one team and to be the best we can be.

Come be part of our fabulous team as we March on Together.

The ideal candidate will work within the Ticketing team and assist with the sales process for all ticketing related products, providing a quality front line service to the club's supporters. The role includes handling all ticket enquiries and administrative duties for all matches and general office duties.

Some of the main duties would include:

- 📌 Selling tickets for all Leeds United fixtures, memberships, hospitality and tickets for all Club Events via the Ticket Office Call Centre and Stadium Ticket Office.
- 📌 Fulfilment and distribution of away match tickets
- 📌 Responding to email enquiries and queries
- 📌 Arrange dispatch of the Ticket Office mail
- 📌 General administrative duties and after sales service

The ideal candidate will also have:

- 📌 Previous administration experience in a customer services environment
- 📌 Basic knowledge of Microsoft Word and Excel
- 📌 Must have strong communication, follow-up and team orientation.
- 📌 Display flexibility with good organisational and prioritisation skills.
- 📌 Can perform under pressure and operate in a fast-paced environment

Ideal behaviours we look for in team members include:

- 📌 Strong interpersonal skills
- 📌 Ability to use initiative and be creative
- 📌 Strong customer service skills
- 📌 Excellent communication skills
- 📌 Ability to prioritise case load and manage time effectively
- 📌 Confident and assertive

 Ambition, passion and willingness to learn

Closing Date: 29th September 2022

Salary: Competitive

Hours of Work: 37.5 hours per week (Mon-Fri 8:45am-5.15pm) plus alternative non match day Saturdays (9am– 1pm). In addition, you will be required to work all home match days which will be paid as overtime.

How to Apply:

To apply please click on the link below to complete our online application form:

<https://forms.office.com/r/6UpCCDJUUn>