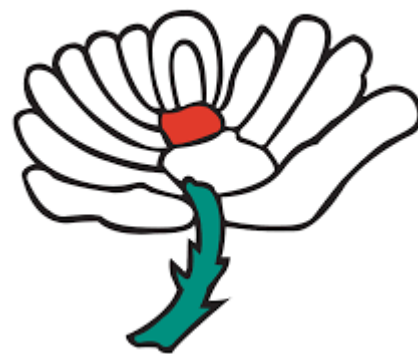


## JOB DESCRIPTION

Yorkshire County Cricket Club



<b>Job Title:</b>	Ticket and Membership Coordinator
<b>Department</b>	YCCC Commercial – Ticket and Membership Office
<b>Reporting Line:</b>	Ticket and Membership Manager
<b>Salary Band:</b>	2 – Coordinator / Officer
<b>Location</b>	Headingley Cricket Ground
<b>Employment Type</b>	Permanent - Full Time

### Department Overview

The Ticketing & Membership team sits at the heart of the supporter experience, driving both revenue and customer satisfaction across ticketing, memberships and hospitality. As the main touchpoint for fans and members, the team manages sales journeys, customer enquiries and matchday access, delivering a seamless experience from purchase to the gate on all matchdays at Headingley, York, and Scarborough.

### Job Purpose

The role is responsible for delivering the best-in-class customer experience across email, over the phone and in person, whilst also contributing to the ticketing and membership operation on matchdays at Yorkshire's home grounds.

### Key Responsibilities

Area	Responsibilities
Ticketing and Memberships	<ul style="list-style-type: none"><li>- Operate ticketing systems accurately to allocate seats and process payments</li><li>- Maintain accurate customer and sales records in CRM and ticketing databases</li><li>- Assist with ticket distribution, reprints, and digital ticket troubleshooting</li><li>- Assist with the setup and testing of access control systems, ensuring it is setup up correctly to operate in conjunction with the ticketing system, and enables efficient access to the ground for ticket holders, members and hospitality guests on matchdays.</li><li>- Set up and deliver key transactional communications including both digital correspondence via Secutix.</li></ul>

	<ul style="list-style-type: none"> <li>- Deliver outbound communications to upsell hospitality and drive groups sales across the ticketing portfolio.</li> <li>- Carry out frequent benchmarking research to establish what other sports organisations and entertainment venues are doing across ticketing, memberships and hospitality, feeding into wider commercial planning.</li> </ul>
Customer Service and Matchdays	<ul style="list-style-type: none"> <li>- Provide friendly, professional service to customers purchasing tickets in person, by phone, and online</li> <li>- Process ticket sales, upgrades, exchanges, and refunds in line with club policies</li> <li>- Handle enquiries about fixtures, seating options, pricing, concessions, and accessibility</li> <li>- Resolve customer issues and complaints efficiently, escalating when necessary</li> <li>- Promote memberships, season tickets, hospitality packages, and special offers</li> <li>- Support the Ticketing and Memberships Manager in the delivery of matchday operations for the Ticket Office, including the setup of turnstiles, briefing staff and overseeing access.</li> </ul>
Hospitality servicing	<ul style="list-style-type: none"> <li>- Contribute towards the delivery of the hospitality servicing function of the businesses, ensuring a high-level of customer service for all guests whilst delivering an efficient ticket delivery and access experience.</li> <li>- Deliver key communications to guests, including core elements such as agenda with the necessary information captured to optimise the experience for guests on the day.</li> <li>- Contribute to the end-to-end planning of the customer journey for hospitality guests, adding valuable insights from the ticketing domain and wider feedback from customers.</li> </ul>
Safeguarding	<ul style="list-style-type: none"> <li>- Demonstrate, at all times, a commitment to safeguarding children and adults</li> <li>- Contribute to the implementation of the Yorkshire Cricket Safeguarding policy</li> <li>- Report any safeguarding concerns in accordance with Yorkshire Cricket's Safeguarding Report Management Procedure</li> </ul>
Equality, Diversity and Inclusion	<ul style="list-style-type: none"> <li>- Demonstrate, at all times, a commitment to equality, diversity and inclusion behaviours, decision-making and working practices</li> <li>- Advocate the values of dignity, fairness, equality and respect</li> </ul>

Please note: This is not an exhaustive list and the role may be required to undertake additional roles and responsibilities as identified from time to time in order to meet the ongoing requirements of the company.

#### **Key Relationships / Stakeholders**

- Internal Stakeholders such as Commercial, Operations, Marketing and Cricket Operations
- YCF
- YCCL
- Secutix
- Zenzero

- ECB
- Other external stakeholders (Fortress etc)

## Job Specification

Essential Criteria	M/C
Previous experience working within a ticketing role and using a ticketing software.	<input type="checkbox"/>
Demonstrable knowledge of ticketing and what is required to deliver various events	<input type="checkbox"/>
At least two years experience in delivering high levels of customer service in person, over the phone and electronically whilst working in a fast paced environment.	<input type="checkbox"/>
Excellent communication skills and an ability to engage and assist with a diverse range of internal and external stakeholders.	<input type="checkbox"/>
Strong problem solving skills	
Good knowledge of IT systems including Excel and Word.	<input type="checkbox"/>
<b>Desirable Criteria</b>	
Previous experience in providing customer service experience for a sporting organisation	
A good understanding of the rules, regulations and various formats and intricacies of cricket.	

## Core Competencies

Time management	<input checked="" type="checkbox"/>	Ability to influence and negotiate	<input type="checkbox"/>
Attention to detail	<input checked="" type="checkbox"/>	Analytical skills	<input type="checkbox"/>
Confidentiality and discretion	<input type="checkbox"/>	Leadership skills	<input type="checkbox"/>
Interpersonal and communication skills	<input checked="" type="checkbox"/>	Initiative and proactive	<input type="checkbox"/>
Teamwork	<input checked="" type="checkbox"/>	Creativity and innovation	<input type="checkbox"/>
Flexibility and adaptability	<input type="checkbox"/>	Accountability	<input type="checkbox"/>
Able to work autonomously	<input type="checkbox"/>	Written communication	<input checked="" type="checkbox"/>