

Family Tickets

Customer Support Team Members

Remote working

About us

Family Tickets is looking for Customer Support Team Members to join our award-winning customer service team on a casual basis until the end of September 2023.

Our mission is to offer the easiest and most caring service to help UK families plan, book and share amazing days together. It's grown from over 13 years' experience marketing and selling over 1.3 million tickets to some of the UK's biggest family events, including *In the Night Garden Live*, *Bing Live* and *Peppa Pig Live*.

2023 is an exciting time for us as we grow our online community, expand our work to new producers and venues and continue to provide award-winning support to our customers.

About the job

You're a crucial part of delivering an exceptional experience to our audiences, so it's very important that you care about customer service as much as we do.

You'll handle inbound and outbound calls, emails, online chat and conversations on social media. You will deliver a friendly and caring service that aims to reply and resolve issues as quickly as possible.

You'll be the first point of contact for customers interested in attending a show or attraction, so it's important that you maintain a detailed knowledge of our events, venues, policies and products.

You'll help customers to book their tickets, arrange ticket exchanges and assist any bookers with access needs.

Salary: Pay is £10.90 per hour, plus holiday at 12.07%

Reports to: Audience Services Manager

Location: Remote Working

Contract: Casual. Shifts are available until the end of September 2023.

Hours: Shifts are usually 10am – 4pm, Monday – Sunday including bank holidays. Hours will vary, but we're particularly interested in hearing from you if you can work at least 2 shifts (12 hours) per week.

About you

Essential Skills & Experience

- You have relevant experience in a customer service role (we're particularly interested in box office experience)
- You have relevant telephone experience - either in a customer service or marketing/sales environment
- You are confident, warm and friendly on the telephone
- You have excellent written English
- You can respond to customer queries appropriately both on email and social media
- You are a competent I.T. user and can demonstrate an ability to quickly pick up new systems and procedures
- You cope well under pressure and can juggle multiple tasks efficiently
- You can demonstrate the ability to deal with different customer service scenarios sensitively and appropriately.
- You enjoy working independently and can sustain a high level of motivation and enthusiasm for the work we do while working from home.
- Due to the nature of this homeworking role (talking to customers on the phone via VoIP), you must have a reliable internet connection and a suitable work space free from disturbances. While your own laptop or desktop computer is preferred, we will ensure you have all the equipment you need.

The ideal candidate will also:

- Put the customer first. You focus on making our customers' lives easier and help families create amazing memories together.
- Be caring and kind. You genuinely care about customers and are motivated by understanding and responding to their needs better.
- Deliver continuous improvement. You act on customer feedback and are always looking for ways to improve our service.
- Be flexible and willing to help. We're a small, friendly team launching a new service, so you'll need to have a 'can do' attitude and be ready to take on new challenges as they arise.

Detailed job description

The purpose of your role is to help customers have the best possible experience when choosing and buying their tickets.

- You'll use our customer service software Zendesk to answer calls and respond to customer emails, social media comments and private messages
- You'll answer inbound calls from new and existing customers
- You'll place outbound customer service calls to existing customers
- You'll make ticket sales and exchanges using our internal ticketing system Ingresso and e-commerce platform Shopify
- You'll provide customer service and deliver ticket sales and exchanges to third party customers using other box office ticketing systems.

- You'll play a key role in implementing service recovery plans in the event of show cancellations and postponements
- You'll assist the Audience Services Manager and Ticketing Manager with any ad hoc ticketing and customer service tasks that may be relevant to the role.

To apply for the role

Please email recruitment@familytickets.com with your CV and a short covering letter detailing your suitability for the role, and your weekly availability (including weekends).

We are looking for team members to start working with us as soon as possible, so interviews will be offered as and when suitable applications are received. Please note that due to the level of interest in this role you may not receive a personalised response when you apply, but we'll endeavour to keep you updated on the final outcome of your application.

Our recruitment process involves interviews and may include written tests or online tests you may take from home. If you are likely to need assistance with either of these elements because of a disability, please indicate that on your application or contact us using the details above. We welcome applications from all sections of the community and all applicants are welcome to get in touch with us to talk things through before completing an application or before interview.

You must be able to provide proof of your eligibility to work in the UK.

We look forward to hearing from you!