



# Lancashire Cricket

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Hospitality Sales Coordinator
<b>REPORTS TO</b>	Hospitality Sales Manager
<b>OFFICE/HO DEPT:</b>	Sales and Marketing
<b>DATE:</b>	November 2021

### 1. MAIN PURPOSE OF JOB

To provide administration and sales support for Hospitality Sales team, Finance department and Ticketing Team. Offer excellent customer service to ensure the hospitality bookers receive accurate hospitality information in a timely manner, that packages are paid for on time and to resolve any issues as a matter of priority. To assist in telephone sales via phone calls, emails, and enquiry forms.

### 2. JOB SPECIFIC TASKS

#### Sales

- Answer incoming calls and action appropriately
- Respond to incoming emails and action appropriately
- Ensure the booking sales process is followed, booking forms are completed and accurate records are kept
- Ensure the Hospitality Sales Database is updated with new booking information and is kept accurate at all times

#### Finance

- Ensure bookings sent for invoice are accurate and include all the necessary information for payment
- Ensure that the ticketing system is updated, and balances are paid off as per instruction from the Finance Department

#### General

- Manage internal hospitality requests, ensuring the appropriate procedure is followed. Liaise with the Finance Department to ensure this is completed correctly
- Provide sales reports for the Hospitality Sales Manager

#### Operations

- Providing updated Package information to the Operations Department.
- Provide excellent customer service, ensuring clients have a point of contact for any queries
- Liaise with the Marketing and Catering Departments to provide accurate sales numbers and breakdowns

#### Marketing

- Provide identified customer data for marketing campaigns from the ticketing system and Hospitality Sales Database.

### 3. KNOWLEDGE/EXPERIENCE/SKILLS NEEDED

#### Essential

- Experience and diplomacy in dealing with the public
- Excellent communication skills both written and verbal
- Basic accounting knowledge
- High level of numeracy
- Willingness to work flexible hours including weekends and match days
- Customer led and focused on the needs of members and ticket purchasers
- Ability to work under pressure
- Computer literate and a basic understanding of venue ticketing