



## Ticket Sale Supervisor 3 Year Contract

22-09-2016

The above mentioned position is available in the Marketing and Tourism department at Robben- Island Museum. Reporting to the Ticket sales Coordinator the incumbent will be responsible to supervise the effective functioning of ticket sales and cash management within the ticket sales department.

### Duties and Responsibilities:

- Assisting with facilitation of induction and orientation of new staff
- Ensuring that department and staff activities are in line with policies and procedures
- Drafting and implement the shift rosters and with input from the Ticket Sales Coordinator and ticket sales staff
- Attending / facilitating regular unit meetings
- Maintaining good staff relationships
- Providing input into policy formulation
- Ensuring the Unit complies with corporate policies
- Ensuring the sales procedures are followed
- Managing customer queries and complaints in a professional manner
- Reviewing daily sales transactions and ensure that nil and reduced value tickets issued by the ticket sales operators are adequately authorised
- Enforcing cash management policy and hold staff accountable in terms of the policy and procedures
- Monitoring the cash-up process
- Counting cash float and cash receipts with ticket sales clerks
- Ensuring that the cash float is accounted for, has the correct denominations, is sealed and locked away in the refund safe daily
- Analysing and reconcile daily cash-up operator sheets and supporting documentation
- Investigating any discrepancy between the cash up supporting documentation and the audit trail from the POS system
- Solving discrepancies presented
- Ensuring that all cash (receipts, floats and refund floats) is always adequately secured and reconciled.
- Ensuring that refunds are only paid out in accordance with the Ticket Sales Refund Policies and Procedures
- Reviewing and reconcile refunds made by ticket sales clerks, related to RIM cancelled tours, to ensure that no refunds are paid to inappropriate parties



- Reviewing EFT refund submissions made by Ticket Sales Clerks and ensure that the forms are adequately completed and that supporting documents are attached
- Performing credit card refunds on the system and attached adequate supporting documentation to cash-up cashier for cancelled tours
- Performing voluntary refunds on the POS system after approval has been obtained from management
- Maintaining the refund safe register for accuracy of entries
- Maintaining all cash transfer forms for the movement of cash between the refund safe and the ticket office and the movement of cash floats between the safe and the ticket office
- Escorting the guards to the safe
- Completing relevant documentation and sign off
- Ensuring that guards follow protocol at all times
- Ensuring that the safe key is kept in a secure area at all times
- Identifying, investigate and report instances of suspicious and fraudulent activities
- Providing feedback to service providers (POS system, merchant machines, cash in transit company and security) on services rendered
- Identifying any issues related to the service provided and provide feedback to Ticket Sales Coordinator for resolution
- Weekly review of the refund safe register and supporting documentation to ensure all entries are recorded accurately and completely
- Performing EFT validations for EFT ticket sales
- Follow-up on EFT bookings where no payment has been received
- Analysing and review daily all cashier cash-up documentation, report and log any non-compliance with procedures and documents not retained appropriately
- Verifying credit card cycle receipts per the system to the actual receipts per cycle in the bank account and investigate discrepancies, furthermore provide information to the Cashbook Accountant
- Preparing refund submissions
- Investigation of unmatched receipt charges in the bank account (iVeri charges) and perform back office (iVeri) refunds to account for system errors and report results to the Revenue Manager
- Investigating and follow-up any charge backs (bank reversals of receipts) for validity and to identify possible fraudulent transactions and report results to Revenue Manager
- Performing back office refunds, complete the appropriate refund forms and ensure that the refunds are appropriately approved
- Weekly verification to ensure that boats are appropriately loaded on the system
- Weekly verification to ensure that reduced tickets are not available online to the general public
- System champion, resolves user issues
- Obtaining ferry information from Ferry Operations Manager
- Monitoring changes and notify Unit
- Assisting in the process of re-scheduling of bookings due to adverse weather conditions or technical difficulties
- Assisting in the management of the passenger and employee capacity on all scheduled ferries
- Performing any ad hoc tasks as required by the Ticket sale Coordinator

**Requirements:**

- Minimum: NQF 5 Diploma in finance or administration and/or relevant industry experience (Recognition of Prior Learning [RPL] will be applied based on SETA accreditations)
- 5 years experience in a financial or administration environment
- Financial Administration
- Working knowledge of computerised ticket sales system
- Working knowledge of computerised accounting system
- Working knowledge of Microsoft Office Suite (Excel, Outlook, PowerPoint and Word)
- Analytical
- Detail and data orientation
- Judgment
- Decision Making



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