



Ticket sales Administrator 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 manage and facilitate the issuing of concession and complimentary tickets, compiling of reports thereon, assisting the ticket sales manager with customer care and certain supervisory responsibilities.

Duties and Responsibilities:

- Attending to queries from concession groups regarding concession requests
- Attending to queries from schools groups regarding concession requests
- Communicating and inform concession groups of progress of request
- Attending to queries for staff members regarding nil value tickets
- Communicating and inform staff members of progress of request
- Requesting approvals from the appropriate senior managers as per the policies and procedures
- Building and maintaining a database of parties that have previously requested and have received complimentary (nil value) and concession rate (reduced rate) tickets
- Using database to validate requests received from concession and nil rate requesters
- Receiving concession requests from concession groups and schools
- Using database to validate requests received from concession requesters
- Completing the concession request form with all the relevant details from the request
- Obtaining approval from the relevant senior manager in writing to approve the request
- Communicating with requester whether tickets have been approved or rejected
- Preparing a pro forma invoice for the concession group or school and make a provisional booking on the POS system
- Sending pro forma invoice and supporting request and approval forms to internal control for validation
- Sending approved pro forma invoice to the requesting group or school
- Providing the Supervisor with the proof of payment to perform EFT validation on the system
- Sending the ticket reference number to the requesting group or school
- Receiving HOD approved complimentary (nil value) ticket approval from requesting party
- Using database to validate requests received from nil rate requesters



- Obtaining approval from the relevant senior manager in writing to approve the request
- Communicating with requester whether tickets have been approved or rejected
- Making a provisional booking on the POS system
- Sending the ticket reference number to the requester
- Drawing system report on all reduced rate and nil value tickets issued from the system on a monthly basis
- Reviewing all transactions and ensure that each transaction is appropriately approved and supported by approval forms
- Identifying and investigate exceptions
- Prepare a monthly summary of all nil and reduced rate tickets issued
- Providing report and supporting files for Finance review
- Preparing monthly sales statistics
- Identifying, investigate and report instances of suspicious and fraudulent activities
- Providing feedback to service providers (POS system) on services rendered
- Identifying any issues related to the service provided and professionally resolve issues with service providers
- Meeting with POS service providers on a regular basis to discuss and resolve system enhancements, modifications and issues experienced.
- Commenting current practices and efficiency thereof
- Recommending changes and amendments to policies, procedures and systems
- Attending to website and email queries from customers regarding bookings
- Assisting as and when required, the Events, Marketing and Tours Departments to perform group bookings
- Corresponding with customers/groups which pay via EFT
- Attending to customer complaints
- Attending to customer queries relating to refunds
- Recording customer complaints on a log and present cases to the CFO and Marketing Department on a weekly basis
- Performing any ad hoc tasks as required by the Ticket Sales Coordinator

Requirements:

- Minimum: NQF 5 Diploma in finance or administration or tourism and/or relevant industry experience (Recognition of Prior Learning [RPL] will be applied based on SETA accreditations)
- 3 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

RIM is an EE, AA, employer, RIM reserves the right the right not to make an appointment if suitable candidate are not found. Forward detailed cv, accompanied by certified copies your ID and qualification certificates as well as contactable references to recruitment@robben-island.org.za or by no later than **22 September 2016**. Note : If you do not hear from us within 30 days, please consider your application unsuccessful.

