



## Unit Manager Ticket Sales

12-01-2018

The above mentioned position is available in the Marketing and Tourism Department at Robben- Island Museum.

The incumbent will be responsible for ensuring the efficient planning, organizing and controlling the operations of the ticket office. Supervises employees on a daily basis.

### Key performance areas:

- Scheduling employees and prioritises workload to meet Ticket Office operating requirements;
- Assisting with customer service special needs or difficult work activities of subordinates or other staff members; evaluates and resolves problems presented by Ticket Office staff;
- Applying functional knowledge to analyse and respond to matters requiring comprehensive knowledge of policies and department procedures; authorizes exceptions to policies within defined limits;
- Training staff in customer service, ticketing system (e.g., data entry, ticket printing), balancing ticket sales, phone sales and various clerical duties;
- Recommending organizational adjustments to efficiently and effectively accomplish assigned objectives for Ticket Office operation;
- Assisting in ensuring reliability and accuracy of ticketing database;
- Interacting with departments to accomplish ticket operation objectives;
- Ensuring that the cash office is operating efficiently and that security measures are in line with RIM's policies and procedures and the relevant legislation;

### Minimum Requirements:

- Diploma/Degree or Equivalent in Finance or Retail; Business administration or equivalent;
- 5 years supervisory experience;
- Knowledge of computerized ticketing systems;
- Knowledge of supervisory practices and principles;
- Knowledge of ticketing office operations;
- Financial Administration;
- Working knowledge of computerised ticket sales system;
- Working knowledge of computerised accounting system;
- Working knowledge of Microsoft Office Suite;
- Sales;
- Retail;
- Analytical;
- Detail orientation;
- Judgement;
- Decision Making;
- Planning and Organising.

RIM is an EE, AA, employer, RIM reserves the right not to make an appointment if suitable candidate are not found. Forward a detailed cv, accompanied by certified copies your ID and qualification certificates as well as contactable referees, to [recruitment@robben-island.org.za](mailto:recruitment@robben-island.org.za) by no later than 12 January 2018. Note : If you do not hear from us within 30 days, please consider your application unsuccessful. Please note that your attachment should not exceed 10 MB.