



RECRUITMENT INFORMATION

LUNE PRODUCTION is looking for candidates with proactive working attitude, an open mind, passion to work in art & culture industry and fluent English skills for following position:

Position : **TICKETBOX SUPERVISOR**
Report to : FRONT OFFICE MANAGER
Working location : SAIGON OPERA HOUSE

I/ RESPONSIBILITIES:

❖ **Be responsible in sales billing and grow revenue of Ticket Box**

- Maintain sales standards of Company
- Sell tickets & souvenir to customers
- Maximize branding of shows which are owned by Company

❖ **Customer care:**

- Maintain customer service in the Ticket Box Office
- Provide accurate information to customers
- Solve customer's problems timely and efficiently for complicated cases

❖ **People management:**

- Be in charge of roster staff to ensure that the Ticket Box office is adequately staffed at all times
- Manage and coach the team to meet the job requirements; build and develop the team
- Build the teamwork spirit; make evaluations of staff performance twice per year

❖ **Be responsible in booking system & all Ticket Box operation:**

- Ensure all bookings and queries from customers/business partners answered timely and professionally
- Monitor the booking system and ensure that all bookings are processed in a timely fashion and remain up-to-date
- Be responsible in tickets delivery and theatre pass services

❖ **Reports:**

- Daily collect and submit sales revenue & operation status report or upon requested

II/ REQUIREMENTS:

- College/ University in related majors: Hospitality Management/ Tourism/ Business/ Language...
- 2 year-experience in same/ related position is preferable.
- Good & wide general knowledge.
- Excellent communication skills
- Proficiency in speaking and writing in English



- Excellent interpersonal skills
- Experience on problems solving skills
- Administrative skills and ability to use Microsoft Word, Excel & PowerPoint
- Ability to work effectively within a team
- Ability to use a computerized ticketing system
- Accuracy and attention to detail
- Be able to work under the pressure

III/ BENEFITS:

- Salary: Negotiable
- Other benefit: As policy

Please kindly send your CV via hr.recruitment@squaregroup.com.vn

HR DEPARTMENT