

JOB ANNOUNCEMENT

JOB POSITION: FRONT OF HOUSE – TICKETING OFFICER
NATURE OF EMPLOYMENT: FULL-TIME POSITION
REPORTING TO: LEAD VISITOR SERVICES
JOB LOCATION: BUTRINT, SARANDA, ALBANIA

DESCRIPTION OF THE JOB POSITION

The Front of House – Ticketing Officer supports and advances the mission, vision, and beliefs of the Foundation. The Ticketing Officer is responsible for welcoming and assisting visitors, overseeing ticketing operations, and ensuring the smooth flow of activities at the park's entrance. This position plays a crucial role in enhancing the visitors experience, guaranteeing excellent customer service, and contributing to overall success in preserving and promoting Butrint National Park's cultural and natural heritage.

RESPONSIBILITIES

Ticketing Sales and Admission: The Ticketing Officer must efficiently and accurately process ticket sales, ensuring visitors receive appropriate admission passes. The candidate should handle cash transactions securely and maintain an organized cash register to facilitate the smooth operation of the ticketing sales process. Also, it is significant to uphold a high level of professionalism during all interactions in order to create a positive first impression for visitors and to provide clear guidance on park rules and regulations.

Visitor Engagement: The candidate should have a friendly and positive approach towards the visitors as the key facilitator of entrance ticket sales. To assist visitors with information in planning their visits, offering recommendations for key points of interest, park's main attractions and coordinating guided tours, to collaborate with other staff members so enhancing the overall visitors' experience.

Revenue Generation: This responsibility extends to adhering to the established pricing structures and providing helpful guidance to visitors on available ticketing options. Moreover, it is important to actively engage with visitors during the ticketing process, recommending suitable ticket packages based on individual interests and preferences. To address financial inquiries from visitors and resolve issues promptly and professionally.

Financial Transactions: To oversee and manage all financial transactions at the Ticketing Office, including ticket sales, retail operations, and any other revenue-generated activities. The candidate must ensure accuracy in cash holding, conduct regular reconciliations, and report any discrepancies to the finance department. Also, to collaborate with the finance team to provide necessary documentation and information for accurate and timely financial reporting, by assisting in tracking and monitoring budgetary allocation related to the Ticketing Office operations.

Customer service: To address visitors’ inquiries, concerns, and feedback in a professional and courteous manner. To serve as a point of contact for general questions and to provide information about park events and programs, to distribute maps, brochures, and other informational materials to visitors. This also includes adaptability to the dynamic nature of a tourist-focused environment, ensuring flexibility in responding to visitor needs and preferences.

REQUIRED SKILLS:

Education	<ul style="list-style-type: none"> • A bachelor's degree in hospitality management or tourism, cultural heritage management, economy, business administration, or a related field.
Work experience	<ul style="list-style-type: none"> • At least 5 years of relevant work experience. • Previous experience in consumer service, tourism and hospitality, or other related fields.
Qualities	<ul style="list-style-type: none"> • Previous experience in customer service-oriented positions, information centers, museums, or tourists’ attractions. This background would demonstrate the ability to interact positively with visitors, address inquiries, and provide excellent service. • Experience in retail settings, particularly those involving ticket sales is essential to this role. • Familiarity with retail operations, including inventory management and sales transactions. • Detailed-oriented and organized, capable of managing ticketing operations efficiently. • Proficient in handling cash transactions and maintaining an organized cash register. • Strong customer service oriented, with a friendly and welcoming approach towards visitors. • Strong communication and interpersonal skills to effectively collaborate with Butrint Management Foundation management, staff, and external stakeholders. • Ability to work in a fast-paced environment, manage multiple priorities, and meet deadlines. • Ability to collaborate effectively with colleagues and contribute to a positive work environment.

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	<ul style="list-style-type: none"> • Management of Digital and ICT tools experience.
Languages	<ul style="list-style-type: none"> • Strong English communication skills both written and verbal

DOCUMENT FOR SUBMISSION

- Curriculum Vitae
- Cover letter
- Two reference letters

All documents should be sent in English language.

The official website for the application is <https://bmf.al/en/>

[Careers at BMF – B.M. Foundation](#)

Interested candidates should send their documents via the official platform at <https://bmf.al/en/>, or to the following address: careers@bmf.al (referring the job title in your message).

All applicants will receive a confirmation that their electronic submission was received.

Only shortlisted candidates will be contacted for an interview.

Candidates may be asked to provide evidence of their professional background as well as their achievements and should be available for interviews.

Deadline for applications is 31st January 2024, 12:00 a.m. CET.

THE SELECTION PROCESS

- Prequalification (desk evaluation);
- First Round of Interviews (preferably in-person interview);
- Notification of the successful candidate.

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The compensation package for the position will be competitive with regional market rates for local and/or foreign applicants. The final result will be determined by the profile, experience, and qualifications of the winning candidate.

Should you have any questions, please contact: info@bmf.al

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