Job Title: Ticketing Officer – Butrint National Park

Location: Butrint National Park, Sarande, Albania

Job Type: [Full-time]

Position Overview:

We are seeking a dedicated and enthusiastic Ticketing Officer to join our team at Butrint Management Foundation. The ideal candidate will be responsible for managing ticket sales, providing excellent customer service, and ensuring the smooth operation of the ticketing process to enhance visitor experiences at our archaeological site.

Key Responsibilities:

-Ticket Sales Management:

- Sell tickets to visitors at the entrance and/or via online platforms.

- Manage cash handling and ensure accurate daily reconciliation of ticket sales.

- Customer Service:

- Greet visitors warmly and provide information about the park, exhibits, and special events.

- Address visitor inquiries and resolve any issues related to ticketing or park access.

- Visitor Experience Enhancement:

- Promote Park events and special programs to enhance visitor engagement.

- Provide information on safety guidelines, park rules, and archaeological significance.

- Administrative Duties:

- Maintain accurate records of ticket sales and inventory.

- Assist in preparing reports related to ticketing and visitor statistics.

- Collaboration:

- Work closely with park staff to ensure a cohesive visitor experience.

- Assist in training new staff on ticketing procedures and customer service protocols.

- Event Support:

- Assist in the organization and execution of special events, including ticketing logistics.

Qualifications:

- High school diploma or equivalent; further education in hospitality, tourism, or related fields is a plus.

- Previous experience in ticketing, customer service, or hospitality preferred.

- Strong communication and interpersonal skills, English language mandatory.

- Basic math skills and experience with cash handling.

- Ability to work in a fast-paced environment and handle multiple tasks.

- Passion for history and archaeology is a plus.

Working Conditions:

- Ability to work flexible hours, including weekends and holidays.

- Outdoor work in varying weather conditions.

- Occasional lifting of ticketing materials and supplies.

Application Process:

Interested candidates should submit a resume/cv outlining their relevant experience at careers@bmf.al.

Applications will be accepted until Deadline.