



247tickets.com

## We are looking for an **Event Expert** Full Time Position – Shanghai Jing'An Office

247 is an innovative company which takes ticketing, booking, payments and promotion and puts them together to offer providers a way of selling more and consumers an easy intuitive way to buy. We're small, but we have big ideas and we need someone who wants to help us on the journey! 247tickets.com

### **Description of Role**

Our Event Experts are our customers window into the awesome world of events and experiences offered on 247tickets. The team is there to make sure that all customers get all the information they need, be it on our website, via email or on WeChat. The Event Experts build a rapport with our customers, give recommendations, guide through the buying process, handle complaints with professionalism and answer all queries with their vast knowledge of events in Shanghai!

- Handle customer queries and complaints
- Contact customers with updates to their orders
- Cover phone calls, emails, live chat and WeChat communications with customers
- Be available some evenings and some Saturdays

### **Qualifications & past experience**

The most important qualification for this role is great communication in English, both written and spoken.

- Native Chinese language skills with excellent spoken and written English
- An ideas person who's not afraid to voice their opinion and

justify ideas with data and research

- Experience with logistics and product delivery a plus
- The ability to keep calm and thrive under pressure
- Excellent problem solving skills
- Process driven with great organization skills
- Experience with live chat, email and over the phone customer service is a bonus

### **Additional Information**

Location: Shanghai Hours: Full time Start date: ASAP

Salary: Startup salary + Perks

Email your resume to [pd@247tickets.com](mailto:pd@247tickets.com)