



# BOX OFFICE ASSISTANT JOB DESCRIPTION

## SHOW DUTIES:

- Working as part of a customer facing team in the day to day running of the box office.
- Maintain a thorough understanding of the show schedule, production details, ticketing prices & deals & communicate this information accurately & consistently.
- Opening & closing the box office as per the duty rota.
- Preparing all COBO's in preparation for the incoming.
- Ensuring agency call overs are inked in or marked back accurately & in a timely manner.
- Identifying, communicating and resolving any ticketing issues proactively & calmly.
- Take responsibility for a cash float, ensuring all cash sales are accurate & reconciled at the end of your shift.
- Assist Security & the Duty Box Office Manager with the coordination of any day sales/returns queues.
- Communicating with the Front of House team during the incoming regarding any time critical issues, ticketing problems or relevant information in a calm, polite & collaborative manner.
- Helping to maximise ticket & ancillary sales & promoting the work of the Theatre & KX Tickets on an ongoing basis.
- Representing the Theatre & KX Tickets with diplomacy, discretion & courtesy, at all times & providing useful & accurate information about the Theatre's productions & facilities.
- Ensuring the presentation & security of FOH areas is monitored and maintained, reporting any concerns to the Box Office Manager.

## ADMINISTRATION:

- Contribute to positive working relationships with ticket agents.
- Maintain a clean & tidy box office environment at all times.
- Conduct daily cash-up procedures as directed by the Box Office Manager
- Monitor the Box Office email account, responding to all ticketing queries in a timely manner & directing any other emails to the relevant departments.
- Liaising with & working alongside internal departments, including: Operations, Front of House, Bar, Site, Press, Marketing and Production.

## CUSTOMERS, ACCESS AND EDUCATION:

- Providing excellent levels of customer service, being friendly & personable & ensuring that the same high standards are maintained by your colleagues.
- Maintaining a consistent, accurate & useful customer database using the Spektrix ticketing system.
- Assisting the call centre with Group and Access bookings to optimise customer experience and sales.
- Support the Operations department in the coordination of backstage tours, talks & additional engagement activities.
- Respond to any face-to-face or telephone complaints in a courteous manner. Ensure all complaints are forwarded to the Operations team for auditing and response.

## HEALTH AND SAFETY:

- Contribute to a positive H&S culture throughout all activities and duties.
- Take on specific responsibilities in the event of an emergency.
- Ensure all duties are conducted in accordance with H&S policies and systems of working, reporting any breaches to the HOD.

## GENERAL:

- Undertaking other duties as reasonably required
- Adhere to the Theatre and KX Tickets' working policies at all times.

## PERSON SPECIFICATION

### REQUIRED:

- An organised, flexible approach to day to day responsibilities.
- A creative and resourceful approach to problem solving.
- A confident, friendly and professional manner.
- Demonstrable ability to prioritise effectively and remain calm under pressure.
- Ability to make quick decisions whilst maintaining high standards of accuracy.
- Excellent written & verbal communication skills.
- Computer literate, familiar with PC's & Microsoft Office programs.
- Understanding of theatre operational structures.
- Understanding of Health & Safety practises in the workplace.

### DESIRABLE:

- Experience of working in a commercial arts or events environment.
- Experience of working with ticket agents.
- Experience of ticketing systems, preferably Nliven, Spektrix and/or ENTA.
- Experience of customer service delivery.
- Experience of databases and/or client record management systems as a means of capturing, analysing & using data.
- Interest in theatre & the arts.

### TERMS

- Reports to: Box Office Manager/ Duty Box Office Manager
- Fix term - Casual contract
- Variable shift pattern Monday to Sunday with evening, weekend & Bank Holiday working as required.
- Holiday accrued pro-rata (0.54 days accrued per week worked).
- 2 weeks' notice period.
- £13.65 ph.