



Job Description

Position:	Casual Box Office
Responsible to:	Venue Manager
Contract:	Permanent
Core hours:	As and when required – evenings and weekends. Dayshifts are desirable but not essential
Annual leave:	20 days pro rata
Last updated:	October 2019
Rate:	£8.21 an hour

1. Objectives and Responsibilities

- 1.1 To work as part of an effective Box Office sales team providing and maintaining a high degree of customer satisfaction.
- 1.2 To support the delivery of the Pavilions marketing plan and communications strategy.
- 1.3 To provide a friendly welcome to the Pavilions Teignmouth, acting as first point of contact for information and enquiries.

2. Duties

2.1 To work as part of an effective Box Office sales team providing and maintaining a high level of customer service.

- Provide an efficient box office sales service operating a computerised ticket system (Oscar).
- Welcome all customers and visitors to the Pavilions and effectively deal with general enquires.
- Set up shows and events on the box office system.
- Input and update the database to ensure records are accurate and maintained.



- Reconcile and record transactions on a daily basis, and report and adhere to financial procedures and policies as specified.
- Be knowledgeable about the Pavilions and Teignmouth activities and events.
- Sell any merchandise and artwork for sale.
- Be familiar with any Membership, Patron schemes and promote joining.
- Create sales reports.

2.2 To support the delivery of the Pavilions marketing and communications strategy.

- Upload events to the Box Office System and website.
- Effectively communicate with staff, volunteers and promoters to ensure that events run smoothly.
- Respond to customer queries and feedback and ensuring a high level of customer service is maintained.
- Ensure all publicity material is current and displays are maintained.
- Support delivery of Twitter and Facebook campaigns.

2.3 Volunteer support

Support the Box Office and Marketing Volunteers on duty

The list of duties above is not exhaustive and the post holder may be required to undertake other duties as may reasonably be required from time to time and make a positive contribution to the work of the team and Company as a whole.



**Casual Box Office
Person Specification**

Requirements	Essential	Desirable
Personal Qualities	<ul style="list-style-type: none">• Confident and customer focused• Well organised with an eye for detail• Weekend and evening work shift flexibility• Interest in arts activities• Ability to multitask, prioritise and work to deadlines, working calmly under pressure.• Ability to work unsupervised and show initiative• A meticulous eye for details with a methodical and thorough attitude towards work• Enthusiastic and proactive	



<p>Knowledge and Skills</p>	<ul style="list-style-type: none"> • Excellent telephone manner and communication skills • Ability to work on own initiative and as part of a team • Numerate • Excellent written and verbal communication skills • Confidence in dealing with a broad range of people • Excellent IT skills, specifically in MS Office 	<ul style="list-style-type: none"> • Knowledge of Health and Safety • Ticketing systems • Negotiating skills • Customer service training • Social Media experience
<p>Relevant Experience</p>	<ul style="list-style-type: none"> • Office administration • Enthusiasm for a broad range of art forms and Teignmouth 	<ul style="list-style-type: none"> • Sales • Experience in Box Office systems. • Experience in using website, social media and email campaign analytics.
<p>Additional Factors</p>	<ul style="list-style-type: none"> • Desire for personal growth and willingness to undertake training • Must be over 18 years of age • Clean and smart appearance 	