

CASUAL

BOX OFFICE ASSISTANT

JOB SUMMARY

- Reporting to:** Box Office Manager, Assistant Box Office Manager & Box Office Supervisors
- Salary:** £8.50/hour
- Hours:** This is a casual contract. Hours are not guaranteed minimum or maximum. Box Office is generally open from 10am – 8pm; there may be a requirement to work earlier or later than these times and on Sundays. The position will entail working weekend shifts.
- Place of Employment:** Rose Theatre, High Street, Kingston. However, staff may be occasionally required to work remotely at other sites.
- Holiday entitlement:** This entitlement is pro rata depending on the weekly hours agreed.
- Notice period:** As casual work no notice is required by either party.
- Key objectives:** This is a proactive sales role providing excellent customer service and an efficient booking service, assisting in the effective day-to-day operation of the box office and telephone room, actively promoting the Rose's events and using creativity and imagination to maximise sales and audience attendance.

Chief Executive
Robert O'Dowd

Artistic Director
Christopher Haydon

Advisory Associate Director
Sir Trevor Nunn

Rose Associate Artists
Jane Asher, Niamh Cusack & Melly Still

 @RoseTheatreKingston

 @RoseTheatre

 facebook.com/rosetheatrekingston

JOB DESCRIPTION

KEY RESPONSIBILITIES:

Customer Service

- Provide excellent customer service, in person, on the telephone and in email communications.
- Be fully aware of the company and venue's activities and programme of events at all times.
- Attend Rose performances regularly in order to gain an understanding of the work and to better inform customer enquiries.
- Deal with all general enquiries relating to performances and the venue: in person, on the telephone and by email.

Box Office Operations

- Process ticket sales for all productions at the Rose, and other venues as required, using a computerised box office system (currently Spektrix) in person and over the phone, as well as bookings received by email.
- Ensure that your Box Office takings are reconciled at the end of each shift and that all related paperwork is accurately completed and submitted.
- Update the theatre's database and recording patron information as required by the Box Office Manager, in compliance with the Data Protection Act.
- Keep fully informed regarding events, ticketing offers and pricing structures.
- If requested attend Box office team meeting and marketing briefings, as and when required.

Sales

- Actively promote Marketing and Development department campaigns, as required.
- Promote Friends and Donor bookings and support developing these relationships from a Box Office perspective.
- Carry out telesales campaigns.
- Be confident in dealing with enquiries about group bookings and escalating to senior staff to process accordingly.

General

- Support the aims and objectives of the Rose both internally and externally.
- Attend Company meetings, all staff meetings and/or training sessions as required.
- Uphold the company's equal opportunities, access and diversity policies.
- Participate in fire and evacuation procedures.
- Any other duties that benefit the organisation.
- Assisting up-keep of a healthy, positive working environment and being aware of Guardian Scheme.
- Adhere to the requested dress-code dependent on season.

This is a guide to the nature of the work required of the Box Officer Assistant. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and the line manager from time to time.

PERSON SPECIFICATION

Experience

- Experience in Box Office or sales environment
- Experience of working with the general public, preferably within an arts environment
- Experience in customer service
- Experience in cashier/cash handling

Skills

- High level of computer literacy
- Excellent administrative and organisational skills
- Excellent written and verbal communication skills
- Excellent attention to detail
- Ability to work to deadlines
- Sound knowledge of box office procedures
- Excellent customer service skills

Qualities

- Flexible attitude and approach to work and working hours
- An interest in and enthusiasm for theatre, comedy and the arts
- Friendly, efficient and helpful attitude

- Ability to work in a fast paced, energetic and demanding environment
- Excellent communicator with the ability to engage with a wide range of personalities and backgrounds
- Highly organised, punctual and self-motivating
- Friendly and approachable
- A genuine understanding and support of the Rose Theatre's artistic vision