



## JOB DESCRIPTION

Job Title: **BOX OFFICE ASSISTANT**  
Reporting to: Box Office Manager  
Hours: per letter of agreement  
Holiday Entitlement: 4 weeks *pro rata*, plus statutory holidays.  
Period of Notice: 4 weeks minimum. Probationary period 3 months.

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### Primary Objectives:

1. To be an active member of the theatre's Marketing Department as a member of the Box Office team.
  2. To sell tickets and maximise sales by telephone, across the counter and through postal bookings for all events at the theatre. To sell or reserve additional facilities relating to a patron's visit including merchandise, workshops, art exhibitions, café-bar etc. To advise patrons about online booking.
  3. To be proactive in the smooth running of the Queen's Theatre Box Office, to ensure a positive experience for patrons and optimum profit contribution to the Theatre.
  4. To be an effective and flexible member of the Box Office team and to be available for work during evenings, weekends and bank holidays.
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### Principal Duties:

#### Sales

- To carry out ticket sales duties using the theatre's computerised booking system, conversing with the public in person and by telephone and ensuring constant attention to detail for a smooth and courteous transaction on all occasions.
- To maximise sales from groups, schools and for the *Jump the Q* subscription scheme.
- To be fully informed and proactive in the marketing of the Theatre's products, services and facilities, looking to create sales opportunities whenever possible.
- To participate in telephone sales campaigns as requested and to undertake any training required to assist effectiveness in this area.

#### Reporting

- At the end of each shift, to account for personal takings and reconcile these with computerised reports.
- In the absence of or at the request of the Box Office Manager or Deputy, to carry out the back-up of the database, producing all "end of day" financial and marketing reports and ensuring the system is closed down as required.

#### Customer Service

- To ensure that members of the public using the Box Office, whether in person or by telephone, are greeted in a welcoming, courteous and helpful manner.

- To be proactive on the theatre's behalf in customer care and public safety and comfort, ensuring that customer requirements are dealt with courteously and efficiently.
- To act as a point of reference for all enquiries concerning the activities of the Queen's Theatre, including: performances, education activities and workshops, café-bar facilities, art exhibitions, foyer events etc.
- To respond to telephone enquiries for other departments within the Queen's Theatre and act as a reception point for the public areas of the building.

### **Security/Health and Safety**

- To be aware of the issues relating to the security of the building and the safety of staff and patrons.
- To implement the Theatre's security rules relating to cash at all times.

### **Access**

- To be proactive in the marketing and coordination of facilities for patrons with disabilities, including Audio Described Performances, Sign Language Interpreted Performances, Wheelchair Access, Captioned Performances.
- To implement and adhere to the provisions of the Disability Discrimination Act.

### **Marketing**

- To attend Box Office meetings and Marketing meetings as required.
- To assist in the smooth flow of information between all Box Office staff and other departments.
- To capture customer information in accordance with the provisions of the Data Protection Act.
- To implement and adhere to the provisions of the Data Protection Act.
- To assist the Marketing Department with tactical marketing when required, eg direct mail, overprinting, etc.

### **General**

- To carry out any other duties as may be reasonably required by the Box Office Manager and Marketing Manager.

## PERSON SPECIFICATION

### BOX OFFICE ASSISTANT

#### Essential

Computer literate

Experience, tact and skill in dealing with the public

Good oral and written skills

Willingness to work flexible and unsociable hours

#### Desirable

Experience of computerised ticketing systems

Experience of working in the arts

October 2011