

## Box Office Assistant

**Job Description**

Post Title: Box Office Assistant

Hours: Wk 1:

Wed: 16.30 - 20.30

Sat: 9.30 - 20.30

Wk 2:

Fri: 16.30 - 20.30

Sun: 16.00 - 20.00

\*Additional holiday cover shifts may be available\*

Salary: £287-£381 p/month (dependent on age)

Base: Norden Farm Centre for the Arts, Maidenhead

Reporting to: Box Office Manager

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| **Job Summary** |

The Box Office Assistant welcomes visitors, advises customers, promotes events and sells tickets for live shows, films and classes to this busy, vibrant arts centre

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| **Key Responsibilities** |

1. To deliver fast, efficient ticket sales via ticketing software (Spektrix) to all customers.

2. To welcome visitors to the venue and provide information as required.

3. To ensure that all customers receive a high standard of customer service.

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| **Detailed Job Description** |

1. To process ticket sales and reservations for customers via telephone, and email, ensuring the correct procedures are followed at all times.
2. To recognise sales opportunities including upselling and cross selling
3. To up sell tickets and work with a positive sales ethos.
4. To display a good knowledge of the Norden Farm website and be able to advise customers on how to book online and where to find information.
5. To develop a good knowledge of Norden Farm’s membership scheme, promote and upsell it.
6. To provide excellent customer service.
7. To deal with general enquiries about Norden Farm and its services, and to pass callers on to other members of staff as necessary.
8. To process sales of merchandise to customers.
9. To be responsible for a float and any monies taken during each box office shift, completing a personal financial report at the end of each working shift, ensuring all transactions and monies are accounted for.
10. To report immediately to the Box Office Manager (or Duty Manager) any customer problems or disputes, financial discrepancies or other significant matters.
11. To assist with telephone sales campaigns, maintaining detailed records of such campaigns.
12. To update Box Office database as required.
13. To act in accordance with the Data Protection Act, and the Centre's Health and Safety Policy and to carry out duties with due regard to the Norden Farm Centre Trust Equal Opportunities Policy.
14. Any other duties as may be required as part of the Box Office Assistant function.

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| **Person Specification** |

**Essential**

Candidates must be able to demonstrate:

* An enthusiasm for sales.
* An interest in the arts.
* Experience of working in a customer focused environment.
* A genuine enthusiasm for working with the public and commitment to providing high quality customer service.
* Strong skills in organisation and efficiency.
* Excellent communication skills, both written and verbal, with a professional telephone manner.
* Computer literacy.
* Ability to work unsupervised and as part of a team. The Box Office is a small but complex operation and is usually staffed by one person, although there are always other staff working in the building.
* A responsible and mature outlook.

**Desirable**

* Experience of Spektrix
* Experience of cashing up tills.
* Sales experience.
* Experience working in the entertainment or hospitality industry.
* Experience of ticketing software
* Own means of transport.