

Box Office Sales Assistant Job Description

JOB TITLE: Box Office Sales Assistant

RESPONSIBLE TO: Box Office Supervisor
Box Office Manager
Head of Communications & Fundraising
Chief Executive

JOB PURPOSE: To deliver exceptional customer service in a Box Office environment, in line with service level agreements. Pro-actively sell all products to a wide range of customers. Provide a knowledgeable and efficient service, maximise sale and promote Buxton Opera House and Pavilion Arts Centre.

JOB ACTIVITIES:

1. Provide a positive, accessible and high quality service to all customers and colleagues in all areas of work including and not restricted to the Box office.
2. To have a comprehensive knowledge of all Buxton Opera House and Pavilion Arts Centre events to inform and assist customers through the booking process.
3. To sell theatre tickets, packages and memberships to customers, both in person, on the telephone and (where necessary) by email, maximising both primary and secondary sales wherever possible.
4. To become a knowledgeable, efficient and confident user of our box office system Spektrix to:
 - sell tickets, packages and memberships
 - up sell and promote other events
 - accurately maintain customer records
 - capture and record data protection statements and marketing information in accordance with data protection legislation, GDPR and applicable policies and procedures.
 - run sales, financial and other reports

Training will be given in all these areas.

5. To maintain and update our database of lottery players.

6. To be responsible for the security of the Opera House and to be able to confidently operate both the Opera House security system and Box Office safe when necessary.
7. To field enquires or complaints from customers effectively, passing them to the relevant department.
8. To prepare for incoming audiences prior to performances, ensuring any batch ticket prints are completed in a timely fashion.
9. To communicate any problems or queries to the Box Office Supervisor, Manager, or Duty Managers.
10. Actively promote Buxton Opera House and Pavilion Arts Centre as Registered Charities and promote fundraising initiatives to customers.
11. Remain fully up to date with all Box Office policies and special offers, and related procedures.
12. Be an ambassador for Buxton Opera House and Pavilion Arts Centre and promote the company values and behaviours.
13. To be responsible for the daily banking when required.
14. To be responsible for the Box Office at Buxton Opera House, Pavilion Arts Centre and other venues as required and work confidently alone when necessary.
15. To undertake First Aid Training.
16. To undertake any other duties as requested by the Box Office Supervisor or Box Office Manager.

It is a requirement of Buxton Opera House and Pavilion Arts Centre that all staff work in a flexible manner compatible with their jobs and in line with the objectives of the company. The Box Office Sales Assistant will be required to work weekends and evenings for the proper performance of their duties. Please note the job description for this position may be reviewed and amended to incorporate future business needs.

Box Office Sales Assistant person specification

Experience

- Experience of working in a customer focused role. Proven ability in delivering high quality customer service in person, and by telephone.
- Proven ability to work confidently and effectively with a wide range of people.
- Proven experience of cash handling and reconciliation.
- Experience of working within a team.
- Experience of working with a customer database.
- Experience of working within a sale environment.

Skills and Knowledge

- Working knowledge of word processing, database and spreadsheet software packages.
- Excellent written and verbal communication skills.
- Knowledge of GDPR regulations

Education, Training and Qualifications

- GCSE or equivalent in English and maths.
- Awareness of Health and Safety issues.

Personal Attributes

- Genuine interest in working with customers.
- Enthusiastic, committed and energetic, with a flexible attitude to changing needs.
- Committed to personal learning and development on an ongoing basis.
- Ability to work flexibly including weekends and evenings as required.
- Able to work under pressure.
- Honest and punctual.
- Willingness to embrace Buxton Opera House and Pavilion Arts Centre values.
- Genuine interest in working in an arts environment.