



## JOB DESCRIPTION

<b>POST:</b>	<b>CASUAL BOX OFFICE SALES ASSISTANT</b>
<b>RESPONSIBLE TO:</b>	<b>Marketing and Sales Manager</b>
<b>HOURS OF WORK:</b>	<b>As and when required</b>
<b>SALARY:</b>	<b>£8.35 inclusive of rolled up holiday pay of 4%</b>
<b>LOCATION:</b>	<b>The Jersey Opera House or any external box office operation</b>
<b>Purpose of job:</b>	<b>To sell tickets for all events programmed onto the box office Data Box system. To undertake any administrative tasks necessary for the smooth and efficient operation of the box office.</b>

### **Key tasks:**

- 1 To undertake box office shifts selling tickets, theatre tokens and other miscellaneous items for performances, workshops and any event in accordance with the theatres procedures
- 2 To ensure a friendly and efficient sales service to the public at all times and to develop and maintain a high standard of customer care
- 3 To complete cashing up procedures and banking returns at the end of each shift
- 4 To complete box office and other reports as required by the marketing, finance and administration departments
- 5 To attend regular box office training sessions and meetings as required
- 6 To ensure that all financial systems are adhered to at all times
- 7 To liaise and co-operate with other departments within the Opera House at all times
- 8 To assist with keeping the box office clean & tidy
- 9 To assist with the maintenance and cleaning of the box office Data Box system
- 10 To adhere to the general policies of the Opera House including Health & Safety & Equal Opportunities undertaking such duties as may be required to implement them
- 11 To undertake any ad hoc duties required in line with the defined business strategy and overall development of the organisation as requested by the Marketing & Sales Manager and Theatre Director.



## **PERSON SPECIFICATION**

### **Skills:**

- Good knowledge and understanding of computer systems
- High level of numeracy and literacy
- Ability to communicate in an efficient and friendly manner
- Excellent time management and the ability to work to strict deadlines
- Good oral and written communication skills
- Commitment to Equal Opportunities

### **Experience:**

- Experience of computer systems
- Dealing with customers face to face

### **Personality**

- Ability to work as part of a team but also unsupervised
- Ability to solve problems quickly and efficiently
- High degree of self-motivation
- Ability to work in a pressurised environment and maintain a sense of humour
- Ability to work weekdays, unsocial hours, bank holidays and at weekends.