

# JOB DESCRIPTION



## BOX OFFICE CLERK ♦ DOMINION THEATRE

<b>DEPARTMENT</b>	Box Office
<b>CONTRACT TYPE</b>	Permanent
<b>REPORTS TO</b>	Box Office Manager
<b>DIRECT REPORTS</b>	None
<b>SALARY</b>	£14.21 per hour
<b>HOURS</b>	40 hours a week (Monday-Sunday), with the possibility of overtime. Includes daytime and evening work.
<b>HOLIDAY</b>	28 days per year (including Bank Holidays)



### JOB PURPOSE

The Box Office Clerk is responsible for selling tickets to customers in person, responding to requests by telephone or email from agents and individuals (including those with specific access needs), upselling and maximising income whenever possible.

They must deal promptly and professionally with all ticketing requests and provide excellent customer service to all patrons of the theatre, maintaining the highest standard of presentation at all times and demonstrating a positive team-orientated approach.

## KNOWLEDGE / EXPERIENCE / SKILLS NEEDED

Please demonstrate how you meet these qualities in your application.

### ESSENTIAL

- ◆ Excellent customer service skills
- ◆ Good communication skills, including a confident telephone manner and ability to respond professionally to email enquiries
- ◆ Enthusiasm for live events
- ◆ Ability to work well within a team
- ◆ Comfortable using computers and learning new systems
- ◆ Ability to remain calm when dealing with complaints and in a time-pressured environment
- ◆ Good attention to detail

### DESIRABLE

- ◆ Experience in a customer facing role
- ◆ Cash handling experience
- ◆ Ability to maximise sales in customer interactions
- ◆ Working knowledge of a computer ticketing system
- ◆ Experience in a ticketing role

## MAIN DUTIES AND RESPONSIBILITIES

### CUSTOMER SERVICE AND SALES

- ◆ Maintain an excellent understanding of the theatre, its productions, seating layout and accessibility.
- ◆ Sell and promote all events and additional items (such as programmes, hospitality packages, merchandise and vouchers) with enthusiasm, processing sales and reservations using the venue's ticketing system in line with the current procedures.
- ◆ Ensure that all customers are dealt with professionally, resolving any problems that may occur in line with venue guidelines, and referring to Box Office Management where necessary.
- ◆ Maintain a good understanding of any group rates available to Nederlander Groups and facilitate the efficient processing of requests for groups tickets, liaising with customers to ensure that sales are maximised.

- ◆ Assist with maintaining the Dominion's Access List by answering the access booking line, registering new members, assistant existing members, and ensuring that accurate information is provided to customers with access requirements and they are sold the most suitable seats for their individual needs.
- ◆ Assist with the distribution of tickets to customers before shows, including the printing of duplicate tickets or e-tickets in line with current procedures, maintaining an efficient system and positive customer experience throughout.
- ◆ Ensure all postal ticket orders are fulfilled on a day-to-day basis.
- ◆ Assist the Box Office Management in processing ticket requests and confirming sales made by ticket agents.
- ◆ Liaise with the visiting company, processing any ticket requests and relaying information as and when required.

## **ADMINISTRATION AND FINANCE**

- ◆ Respond to emails and maintain the general upkeep of the Box Office Team's shared inboxes, answering ticket agents' queries, processing group and access booking requests and responding to general customer queries.
- ◆ Accurately process any cash transactions and follow cash handling procedures at all times.
- ◆ Assist the Box Office Management in maintaining the Box Office equipment and responding to any IT issues in a timely manner.
- ◆ Maintain a professional appearance and keep the Box Office clean and tidy at all times.

## **OTHER**

- ◆ Remain vigilant and take an active role in promoting the security of the theatre at all times.
- ◆ Comply with all Company Policies and Procedures, including but not limited to: all HR Policies; Inclusion, Diversity and Equity Policy; Sustainability Policy; and the Health and Safety Policy.
- ◆ Undertake any task as reasonably requested by Box Office Management and/or the Senior Management Team.