**CASUAL BOX OFFICE ASSISTANT**

**JOB DESCRIPTION, JUNE 2022**

Come join us at Greenwich Theatre! The Box Office Assistant is a customer-focused role that works closely with the entire Front of House and Marketing teams to ensure that all performances and events at Greenwich Theatre run efficiently and effectively.

**MAIN RESPONSIBILITIES**

1. To support the day-to-day operation of the Theatre Box Office, processing ticket sales to all our performances.
2. To provide excellent customer service, both over the phone and in person.
3. To ensure that every theatre visitor enjoys a high-quality experience.
4. Daily banking, cashing up, and producing daily financial sales reports.
5. Maintaining and selling membership/benefit schemes and promotional campaigns
6. Enacting pre-emptive customer service procedures; dealing with customer queries and complaints appropriately and effectively.
7. Being pro-active in all ticket sales, to encourage customer interaction.
8. Ensuring the Box Office is presentable at all times.

**PERSON SPECIFICATION**

Essential:

1. Must be 18 or older at the time of application and must have the right to work in the UK.
2. Reliable and well organised.
3. Excellent IT skills, and a working knowledge of Word and Excel.
4. Excellent communication skills.
5. Able to work well under pressure.
6. Able to work well within a team.

Desirable:

1. Previous experience of working in a Theatre Box Office.
2. Previous experience of working with Spektrix Ticketing System.

**HOURS**

This is a part time casual position. It is expected that between 1 and 3 shifts (hours vary for each call) per week will be offered, dependant on show schedule. Performances run from Monday to Sunday and you will be expected to give regular weekend availability.

The Box Office is open 12.30pm-6.30pm, Monday – Saturday. Additional working hours regularly occur with performances and other events at the theatre including; Sundays, and Bank Holidays, half an hour after curtain up for performances and some early and late openings from 9am until 8.30pm.

**RATE OF PAY**

£10.06 per hour (paid weekly) for under 23s. An additional payment is made for Sunday working.