



ST JOHN'S SMITH SQUARE

BOX OFFICE ASSISTANT (casual)

Hourly rate £8.00

JOB DESCRIPTION

This post is responsible to the Box Office Manager and ultimately to the Director.

Duties and responsibilities:

- Providing a full and efficient box office service for events at St John's and other venues.
- Providing information and a reception point for all using St John's.
- Selling tickets in person, by telephone and post.
- Dealing with all matters related to the box office administration and ensuring that all procedures are kept up to date.
- Assisting with the distribution of promoter ticket requests.
- Providing St John's staff, caterers and promoters on request with information on event tickets sales.
- Handling sales and renewals of St John's Membership schemes.
- Assisting the Marketing department with target and press mailings, including labelling and enclosing items. Inputting and updating of patron data held on the various marketing databases when required.
- Assisting the Box Office Manager with compiling and analysing statistics and inputting information on computer charts.
- Responsibility for ensuring display of publicity for all events and keeping it up to date.
- Selling merchandise.
- Administrative assistance as necessary.

Any other duties considered appropriate by the Director/ Box Office Manager.

Box Office Assistant– Person Specification

This section identifies the skills, abilities or experience required in order to meet the duties and responsibilities given above.

Essential

Excellent verbal and written communication skills

Experience in cash handling

A pro-active attitude with the ability to work as part of a team

Ability to manage and prioritise a diverse and fast moving workload

Strong IT skills, including use of Microsoft Office

A broad knowledge of and interest in classical music and the performing arts

Ability to committ to weekend and evenings shifts as rostered and additional working patterns when required

Desirable

Experience of working within an arts environment

Experience of using Spektrix or similar ticketing systems

May 2015