

# Job Description

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## Box Office Clerk

### Reports to

Box Office Coordinator, Box Office Supervisor

### Purpose of the Job

To work as part of a team to deliver a first class Box Office service and high standards of customer care.

### Duties and Responsibilities

- To assist customers with purchasing tickets, general enquiries about facilities, activities and events, to be familiar with all information pertaining to current and future performances.
- Allocate and process ticket agent sales not handled by the Trade Desk. Liaise with ticket agents.
- Process redeemed SOLT Theatre Tokens. Sell SOLT Theatre Tokens.
- Capture patron details in compliance with data protection policies and systems.
- Reconcile counter takings on a daily basis. Secure monies.
- Batch print and despatch tickets or prepare for collection.
- Cross sell theatre tickets within the Nimax Theatres group in line with the Company's procedure.
- Attend in house and externally organised training sessions as required by the Company
- Exercise total confidentiality, discretion and integrity regarding information acquired as a result of the position held in the box office.
- To carry out all duties consistent with the title Box Office Clerk and any other duties as may be reasonably requested by the Company.

### Health and Safety

- Participate in and comply with arrangements laid out in the Company's Health and Safety Policy and other related method statements, risk assessments and policies.
- Participate in and comply with arrangements laid out in the Fire Risk Assessment and Evacuation Plan including training and rehearsal drills.

### Desired Experience

- 1 years' experience in a box office environment – West End or regional.
- Knowledge/use of ENTA Ticketing software.

### Outline of Terms and Conditions

Hours: 40 hours per week – 4 x 10 hour shifts