

Job Description

Box Office Deputy Supervisor

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. Deputising for the Box Office Supervisor in their absence.

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.
- Facilitate the accurate administration of Private Property seats; ensuring these seats are sold first and achieve the highest potential gross possible.
- 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. Reconcile sales and redemptions.
- 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.
- Refund or exchange nominated tickets/sales following cancelled or rescheduled performances
- Accurately process any "on sales" on behalf of customers, and secure any monies taken during the process.
- 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 Deputy and any other duties as may be reasonably requested by the Company.
- To assist the Box Office Supervisor compiling staffing rotas.

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.
- Ensure customers using the facilities of the theatre are doing so in the manner intended and that customers are safe throughout their visit.

Desired Experience

- 3 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