



Box Office Assistant
Job Description

Are you a highly driven team player who wants to be part of a brand new ticketing operation? Are you motivated by sales and achieving targets, delivering excellent service and playing a key role in the customer journey? If so, BuzzTickets is recruiting a creative and dynamic Box Office Assistant to be at the forefront of our Ticketing Operation both in our call centre and at our venues.

Contract: Casual

Sales:

- To actively promote and support shows on sale via BuzzTickets.
- To ensure effective, accurate and efficient sales to customers over the phone, by e-mail and in person, using BuzzTickets' computerised ticketing system, Spektrix.
- To process group and school bookings/reservations and to raise invoices as required.
- To process ticket agent bookings as required.
- To remain fully up-to-date with all Box Office policies, special offers and related procedures.
- To record accurate marketing information on our customers at point-of-sale and understand the importance of data collection and customer contact preferences: ensuring all are collected in line with GDPR regulations.
- To field enquiries or complaints from customers effectively, passing them on to the relevant department.
- To prepare for incoming audiences prior to performances, ensuring that the show is off sale and relevant Sales/Call Over reports are generated and sent in a timely fashion to the necessary parties.
- To regularly check and clean customer records for errors and duplications, ensuring they are accurate and up-to-date.
- To accurately process payments on our ticketing system.
- To troubleshoot technical and equipment issues, and ensuring business critical issues are immediately escalated to the BuzzTickets' IT support providers and to Management.
- To communicate any problems or queries to the Sales and Ticketing manager and/or Directors.
- To act as a brand guardian at all times.

General:

- To liaise and co-operate with all company staff, external companies and staff associated with the staging/sales of productions on sale with BuzzTickets.
- To attend performances of each production on sale (where possible) in order to respond to customer queries about our shows.
- To attend departmental/company meetings and training sessions, which may take place outside of normal working hours and in alternative premises.
- To ensure that duties are handed over to a colleague whenever the job holder has to leave the position or finishes their shift.
- To be an active and supportive member of the BuzzTickets team.

- To carry out any other duties that may arise to fulfil the main objectives of the post and the aims of BuzzTickets.

This job description is a guide to the nature of the work required of the Box Office Assistant. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as required.

Personal Specification

Essential

Skills, knowledge, abilities

- Experience of working with the general public in person and over the telephone in a customer service environment.
- Experience of working in a Box Office/Ticketing environment.
- High standard of written and spoken English with the ability to communicate with people from a range of backgrounds.
- Strong team working skills.
- The ability to work under pressure.
- Excellent skills in organisation, problem solving and prioritisation.
- Availability to work daytime, evening and weekend shifts on a rota basis.
- Good degree of numeracy with experience of payment handling and reconciliation.
- Strong IT skills, with a good working knowledge of Microsoft Word and Excel.

Personal attributes

- A tactful and friendly manner.
- Hard working and self-motivating.
- Confident and outgoing, with the ability to promote the BuzzTickets' services to customers.
- A commitment to providing excellent customer service.

Desirable

- Experience of using a computerised ticketing system, particularly Spektrix.

If you'd like to apply, please email a copy of your CV and a covering letter to jobs@buzztickets.co.uk