

JOB DESCRIPTION

Job Title:	Box Office Assistant – PT Fixed Term
Reports To:	Box Office Manager/Supervisor

The MAC wants to play a leading role in the pursuit of our vision - a creative and confident society that celebrates diversity.

Our mission is to inspire and challenge everyone who experiences the MAC and that includes people who work with us; to create unforgettable experiences that change people's view of their society and their place in it; to create a space that kick starts connections between people, and between people and art, and to reach further into society to those who live with the worst effects of inequality and division.

At the MAC we are passionate about everything we do. We want people who share that passion for delivering the highest possible level of performance in everything that they do - people who are open to ideas, to collaboration, to challenges and to new ways of thinking.

If you're a high-performing person inspired by our vision and mission and are passionate about working hard to help us achieve these, we want to hear from you.

If successful, you will be joining a highly motivated professional team which prides itself on delivering outstanding results and having some fun along the way. We work hard here, respect our colleagues, develop our team members, and do whatever's necessary to make the MAC the best that it can be in order to make it a great place to visit and work in.

Main purpose of job:

Reporting to the Box Office Manager, this role will assist in the efficient and effective management of the Box Office and reception, maximising opportunities to achieve sales targets and delivering the highest standards of customer care (in person, by email and by phone). The post holder will also be responsible for handling cash during ticket transactions and reconciling their float at the end of their shift.

We are looking for someone to work 12 hours over 2 shifts weekly, preferably a week shift and a weekend shift, but we may be able to consider set days for the right candidate.

Job Responsibilities:

Box Office

- Ensuring the effective operation and administration of the ticketing and Customer Relationship Management (CRM) system;
- Developing knowledge of the system and maintaining it as necessary;
- Supporting the MAC's sales and marketing initiatives and input to Box Office and Marketing meetings;
 - To proactively sell the MAC's shows, products and memberships against agreed targets;
 - Reporting into your line manager, the Box Office Team Leader.

Customer Service

- Providing a reception role where you will be the first point of contact to welcome all MAC visitors, customers, staff and stakeholders.
- Providing a warm and welcoming service to all;
- To provide a telephone answering service and when required taking accurate messages and passing them on to the appropriate person in a timely manner;
- Contribute to an exceptional customer experience for all visitors to the MAC;
- Meeting & Greeting members of the public, solving problems, answering queries, offering directions, giving advice and endeavouring to ensure their visit to the MAC is a pleasurable one.

Audience Development and Reporting

- Work closely with the Marketing team to utilise the box office system in the most effective way to improve audience development and customer relationship management;
- Collect and maintain high-quality customer data against targets;
- Ensure compliance with the terms of Data Protection legislation.

Financial Management

- Assist the Box Office Team Leader with the coordination of all box office activities including cash handling, accounts management, and fiscal reporting;
- Check and balance personal float before and after shifts.

Communication

- Efficient, friendly and engaging to all customers (internal and external) and stakeholders;

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- To answer all enquiries received at the Box Office relating to the MAC and any other production that the MAC may be involved in selling or promoting;
- To help signpost and escalate other customer queries that may arise;
- To assist in the coordination and receipt of deliveries from suppliers.

Relationship Management

- Liaise with Visitor Services staff in relation to when a show has commenced and the cessation of ticket sales;
- Establish and develop excellent internal working relationships with colleagues;
- To be an active and engaged member of the Box Office team, contributing to both individual and team targets and goals.

Other

- Any other reasonable duties as specified by the Box Office Team Leader.



PERSONNEL SPECIFICATION

Job Title: Box Office Assistant

Quality	Essential	Desirable
Qualifications	<ul style="list-style-type: none">5 GCSEs or equivalent including English and Maths at grade C or above	
Experience	<ul style="list-style-type: none">A minimum of 1 year of experience working in a customer service roleA minimum of 1 year of sales experience to include handling cash, taking payments and proactively selling to customersExperience of data processing, using a computerised database system	<ul style="list-style-type: none">Experience of working with a ticketing system1 year of experience in a reception role, including the meeting and greeting of customers and taking telephone callsA minimum of 1 year of experience of working in a visitor led venue
Knowledge	<ul style="list-style-type: none">A high level of IT literacy with proven database and spreadsheet skills.The ability to work accurately with figures and financial data	<ul style="list-style-type: none">Knowledge of Box Office systemsAwareness of customers trends
Skills and behaviours	<ul style="list-style-type: none">Attention to detailAbility to demonstrate exceptional customer care skillsA proven ability to handle demanding and difficult situations with the public, in a calm and confident manner.Ability to work under pressure and in a busy environmentExcellent communication skillsCompetent in the use of Microsoft office packages	

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