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Job Description

Job Title:	Box Office Staff (Casual)
Base:	The Playhouse, Derry.
Responsible To:	Box Office Manager
Hours:	Casual, evenings & weekends required
Contract:	Casual 'As and When' contract with a 6 month probation period.
Salary:	£6 - £7.83 per hr depending on age

Job Purpose: To be responsible for the Playhouse Box Office/Reception, welcoming customers to our reception area and selling tickets for events through our Spektrix Box Office system.

Duties:

- Sell tickets to customers in person and by telephone.
- Administer internet ticket sales.
- Deliver ticket allocation of complimentary seats for sponsors, artists, press and staff and process / distribute / monitor / release as instructed.
- Be familiar with updates to our computerised Box Office system's (Spektrix).
- Manage enquiries and payments for Playhouse education programmes and other related events.
- Encourage customers to donate to Playhouse activities and join membership initiatives.
- Ensure all customers respond to marketing questionnaires when booking tickets.
- Providing a positive and friendly customer experience by interacting with customers.

- Update and maintain relevant administrative records, and ensure these are appropriately stored.
- Reception duties at The Playhouse's front desk and box office, including managing incoming phone calls, dealing with customer queries and general customer care.
- Manage the efficient running of all Box Office / Reception systems, including telephones, incoming / outgoing post, staff message books, filing, promotional displays, stationery and other resources.
- Undertake such training as may from time to time be appropriate to the post.
- Undertake all duties with awareness of, and in compliance with, The Playhouse's policies, including GDPR, Child Protection & Adults At Risk, Equal Opportunities and Health & Safety Policies.
- Undertake such other tasks as may be reasonably requested.

Personnel Specification

Experience / Qualifications: Essential

- Administration experience.
- Customer service experience in the hospitality / retail sector.
- Ability to communicate verbally and in writing in a clear and concise manner with a good temperament.
- Experience of working in a team.
- Ability to work flexible hours including evenings and weekends