

Job Description

Job Title:	Box Office Clerk	Theatre:	Aldwych Theatre
Contract:	Casual (Zero Hour)	Reports To:	Duty Box Office Manager Sales and Ticketing Manager
Hourly Rate:	£12.75	Department:	Box Office

Job Purpose

The Box Office Clerk is responsible for selling tickets to customers in person, over the phone and by email (including those with specific access needs), upselling and maximising income whenever possible.

They must deal promptly and professionally with all ticketing requests and provide excellent customer service to all patrons of the theatre, maintaining the highest standard of presentation at all times and demonstrating a positive team-orientated approach.

This role involves evening and weekend work.

Knowledge / Experience / Skills Needed

Essential	Desirable
<ul style="list-style-type: none"> • Excellent customer service skills, showing respect and good manners at all times • Good communication skills, including a confident telephone manner and ability to respond professionally to email enquiries • Able to stay focused, ensuring each customer receives the same quality of service • Able to work well within a team • Ability to work in a pressurised environment, paying close attention to detail and deadlines within a varied and constantly changing programme. • Good attention to detail • Flexible and willing to learn new skills 	<ul style="list-style-type: none"> • Experience in a customer facing role • Working knowledge of a computer ticketing system – Ideally NLive • Ability to maximise sales in customer interactions • Experience in a ticketing role

Job Description

Main Duties and Responsibilities

Customer Service and Sales

- Maintain an excellent understanding of the theatre, its productions, seating layout and accessibility.
- Make counter and telephone ticket sales for the general public (including using Theatre Tokens), and process ticket refunds and/or exchanges if instructed.
- Make telephone and online sales for ticket agents or organisations that have account facilities.
- Process sales and reservations using the venue's ticketing system – currently NLiveN – in line with the current procedures.
- Sell and promote all events and additional items (such as programmes, hospitality packages, merchandise and vouchers) with enthusiasm, processing sales and reservations using the venue's ticketing system in line with the current procedures.
- Ensure that all customers are dealt with professionally, answering any questions about the shows/events and/or theatre, and resolving any problems that may occur in line with venue guidelines, referring to Box Office Management where necessary.
- Maintain a good understanding of any group rates available to Aldwych Groups and facilitate the efficient processing of requests for groups tickets, liaising with customers to ensure that sales are maximised.
- Maintain a good understanding of accessible seating in the venue, answering the access booking line and ensuring that accurate information is provided to customers and that the most suitable seats are sold for their individual needs.
- Assist with the distribution of tickets to customers before shows, including the printing of duplicate tickets or e-tickets in line with current procedures, maintaining an efficient system and positive customer experience throughout.
- Respond swiftly and politely to customer queries via email in the Box Office shared inboxes, over the phone or in writing.
- Assist the Box Office Management in processing ticket requests and confirming sales made by ticket agents.
- Liaise with the visiting company, processing any ticket requests and relaying information as and when required.

Administration and Finance

- Assist with general upkeep of the Box Office Team's shared email inboxes, answering ticket agents' queries, processing group booking requests, and filing such emails in accordance with current processes.
- Accurately process any cash transactions and follow cash handling procedures at all times.
- Assist the Box Office Management in maintaining the Box Office equipment and responding to any IT issues in a timely manner.
- Maintain a professional personal appearance and keep the Box Office clean and tidy at all times.
- Report low ticket stock or general stationery, where appropriate, to avoid hinderance of the day-to-day running of the ticket sales office.

Job Description

Other

- Cover Stage Door break times, when required.
- Remain vigilant and take an active role in promoting the security of the theatre at all times, reporting any suspicious parties to the Duty Box Office Managers, Theatre Manager or Stage Door Team.
- Take an active role in evacuations and evacuation drills.
- Comply with all Company Policies and Procedures, including but not limited to: all COVID Policies; HR Policies; Inclusion, Diversity and Equality Policy; Sustainability Policy; and the Health and Safety Policy.
- Attend occasional staff meetings, training sessions and other events which may take place outside of working hours.
- Maintain a friendly, professional and helpful attitude to all work colleagues, proactively offering support to others who are busier and engaging fully in all team tasks.
- Undertake any task as reasonably requested by the Senior Management Team.