



## The Kings Theatre Trust Ltd

### Job Description

<b>Job Title: Box Office Supervisor</b>	<b>Reporting to: Box Office Manager</b>
<b>Name of Incumbent:</b>	<b>Signed by Employee:</b>
	<b>Date signed:</b>

#### **Purpose**

Reporting to the Box Office Senior Supervisor, the Box Office Supervisor is responsible for assisting with the effective management and operation of the Box Office, deputising for the Box Office Senior Supervisor in their absence and ensuring the highest levels of customer service.

#### **Main responsibilities;**

- Assist and support the Box Office Senior Supervisor and in their absence lead the Box Office team in all Box Office operations, including opening/closing, running shifts, safe access and cashing up.
- Support the Box Office team in the day-to-day tasks of Box Office including; sales, upselling, customer service, handling enquires and complaints, secure building access and other reasonable tasks, following all theatre policies and processes.
- Support the Box Office senior supervisor in show set-up and on-sales (Build show, price bands and seating plans, considering sightline restrictions and PP seats. Set up SUP events, offers, discounts and promo codes)
- Maintain event information and run reports as requested. Administering these processes in a timely and accurate manner, raising any concerns to the Box Office Senior Supervisor.
- Assist the Box Office Senior Supervisor by liaising with production companies and external suppliers, setting up and managing ticket allocations with external ticket agencies when required.
- Be responsible for managing the Group Bookings function, maximising revenue on all performances and ensuring customer satisfaction through a strong understanding of best practice.
- Assist the Box Office Senior Supervisor in delivering staff training.
- Be knowledgeable of the theatre's programme and any developments in regard to this so that information is communicated accurately both to your staff and customers.
- Liaise with other departments in the sharing of information to ensure a smooth experience for customers.
- Undertake required training as identified.
- Undertake any other reasonable activity or responsibility as directed by line management.

This job description will be reviewed on a regular basis and will, in consultation with the post holder, be adjusted as necessary in line with the developing nature of the Kings Theatre's activities.

<b>PERSON SPECIFICATION</b>		
Attainments	Essential	<ul style="list-style-type: none"> <li>• Experience of working in a Box Office (theatre, sport etc)</li> <li>• Experience of working with Box Office/ticketing systems</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>•</li> </ul>
Special Aptitudes / Knowledge	Essential	<ul style="list-style-type: none"> <li>• Previous customer service experience</li> <li>• Good written, spoken and numeracy skills</li> <li>• Excellent telephone manner</li> <li>• Good knowledge of Microsoft Office Software</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>• Ability to prioritise and work on a number of projects simultaneously</li> <li>• Ability to handle difficult situations</li> </ul>
Interests	Desirable	<ul style="list-style-type: none"> <li>• Theatre and the Arts</li> </ul>
Disposition	Essential	<ul style="list-style-type: none"> <li>• Ability to work with minimal supervision</li> <li>• Friendly and outgoing personality</li> <li>• Capable of working under pressure</li> <li>• Ability to use initiative</li> </ul>
	Desirable	