



JOB DESCRIPTION

JOB TITLE: Box Office & Memberships Supervisor

HOURS: 24 hours per week

WORK PATTERN: 4 days a week, including weekends & evenings

SALARY: £18,008.64 per annum (actual salary)

RESPONSIBLE TO: Box Office & Memberships Manager

Main Duties

- Proactively sell tickets, memberships, and any other products on sale via RET across all channels, through our ticket sales system, Spektrix.
- Encourage and communicate team goals, identifying areas for new training or skills checks.
- Support the Box Office and Memberships Manager in the coordination and administration of transactional memberships, ensuring a first-class customer service is in place at all times.
- Provide quality customer service by answering customer queries and effectively handling customer feedback.
- Lead by example to maximise sales across all performances, regularly checking show inventory and providing feedback to management.
- Allocate responsibilities according to business needs, ensuring efficient and cost-effective service. Proactively monitor your own workload and hours, identifying potential problem areas.
- Respond to and act upon emails sent to the Box Office email addresses.
- Ensure all sales are reconciled correctly, and that RET's accounting, cash handling, and data entry policies and procedures are adhered to. Investigate any discrepancies, allocate/reconcile Box Office floats, and escalate/report to your line manager as necessary.
- Conduct research and produce reports as requested by the Box Office and Memberships Manager.
- Deal with all customers in an informative and courteous manner. If necessary, refer comments or complaints to relevant Head of Department and log customer comments and complaints as required.
- Undertake detailed training on the ticket sales system and actively participate in ongoing sales and systems training.
- Assist the Box Office & Memberships Manager in event set-up
- Implement new features developed for the ticket sales system
- Continually develop knowledge of the ticket sales system to ensure all aspects are used to their maximum ability
- Have responsibility for decisions on refunds/exchanges, within the parameters set out by the Box Office & Memberships Manager
- Comply with and uphold the principles of relevant legislation and company policies and procedures.
- Uphold the principles of, and adhere to, company policy and procedures relating to General Data Protection Regulations (GDPR), ensuring all data is handled in accordance with current legislation.
- Be an ambassador and advocate for RET, promoting RET's company values and behaviours.
- Undertake any additional tasks as may reasonably be required from time to time.

It is a requirement of RET that all staff work in a flexible manner compatible with their jobs and aligned with the company's objectives. The Box Office and Memberships Supervisor will be required to work weekends and evenings for the proper performance of their duties. Please note that the job description for this position may be reviewed and amended to incorporate future business needs.

PERSON SPECIFICATION

Essential: The successful candidate will meet the majority of these requirements.

Experience

- Extensive experience of working in a customer services environment, providing excellent customer service and resolving complex customer issues.
- Experience of working with cash and credit card sales.
- Experience of ensuring that sales targets are met.

Please note that no past Box Office experience is needed, however candidates must be keen to learn and display a high level of attention to detail.

Skills and Knowledge

- IT skills, including familiarity with the Microsoft Office suite.
- Excellent written and verbal communication skills.
- Ability to work under your own initiative.

Personal Attributes

- Genuine commitment to/interest in working with customers.
- Enthusiastic, committed, and energetic with a flexible attitude to changing needs.
- Committed to personal learning and development on an ongoing basis.
- Ability to work flexibly, including evenings and weekends as required.
- Able to work under pressure.
- Honest and punctual.
- Willingness to embrace RET's brand values.
- Genuine interest in working in an arts environment.

Desirable: The successful candidate should meet some of these requirements.

Experience

- Experience of call handling systems.
- Experience of communicating with members of public via phone and email
- Experience of using computerised Box Office systems.

Skills and Knowledge

- Knowledge of the Data Protection Act and GDPR