

Job Description – Box Office Team Member

Employer: **Kings Place Music Foundation**
Date: **May 2021**
Department: **Visitor Services**
Responsible to: **Visitor Service Manager – Box Office**

Role Objective:

The Box Office Team Member is responsible for assisting the Box Office Supervisor and Manager in the day to day running of the Box Office. The role exists to offer support to the Box Office and to be actively involved in the sale of tickets, and other items, to events at Kings Place. This is a customer service role offering direct contact with customers.

Key Duties:

Sales and Customer Service

- Selling Tickets over the phone and in person
- Answering customer queries via phone, in person and via e-mail
- Replying to e-mails received from customers via info@kingsplace.co.uk
- To acquire, maintain and provide accurate product and performance knowledge to customers
- To respond and effectively resolve any customer complaints in accordance with given directives from line managers
- Printing, franking and posting customer tickets

Maintaining Brochure Displays around Kings Place

- Replenishing Brochures around Kings Place
- Updating the promotional material and print spreadsheet

Ticketing System Administration

- Allocating Saver Seats into the main seating plan

Additional Duties:

- Undertake any other duties as required as appropriate to the role

Requirements:

Essential

- Self-motivated, reliable, and dedicated
 - Able to meet targets and deadlines
 - Excellent communication skills
 - Good computer skills
 - A commitment to providing excellent customer service both externally and internally
 - Able to work flexible hours, including weekends and evenings
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Desirable

- Previous Box Office experience
 - Knowledge of a computerised ticketing system
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