

## Job Description

Position: Box Office Supervisor  
Reporting to: Box Office Operations Manager

Job function: The Box Office Supervisor will be responsible for the daily operation of the box office.

### Responsibilities:

- To respond to ticket enquiries over the counter, phone and e-mail
- To provide 5 star customer service at all times
- To ensure all Box Office Clerks are following all processes and procedures
- To monitor and provide ongoing training to all Box Office Clerks
- To ensure compliance with GDPR and other applicable legislation and regulation related to personal data
- To monitor Box Office Clerks and provide feedback
- To use ENTA ticketing system to accurately sell tickets
- To accurately process payments across multiple systems
- To prepare, print and distribute tickets for collection, as required
- To balance any counter takings and reconcile voucher sales and redemptions on a daily basis
- To accurately produce and distribute daily reports as required
- To resolve any escalated customer service issues when required
- To allocate administrative tasks when required
- To work with the Ticketing Manager on special events
- To process agent callovers
- To resolve any invoice queries or disputes
- To liaise with the Ticketing Manager and Inventory team to maximise sales
- To attend regular sales meetings with the Ticketing Managers and Inventory teams
- To complete house seat and cast seat requests, as required
- To attend regular theatre and Health and Safety meetings
- To manage on the day agents sales
- To provide information on access bookings for theatre management
- To perform all other reasonable tasks on request
- To liaise with all departments in order to provide appropriate customer service resolution
- To handle escalated customer service issues where appropriate

- To represent the company in a professional manner at all times
- To be aware of and up to date with all relevant Health and Safety guidelines and ensure that they are fully adhered to in the box office
- To undertake training via the Hub or in person on an ongoing basis

#### Skills:

- A comprehensive working knowledge of West End theatre / entertainment industry
- Experience within a ticketing environment
- Highly motivated, organised and pro-active individual
- Excellent numerical skills
- Excellent written and verbal communication skills
- A team player, with excellent interpersonal, relationship and team management skills
- Computer literate with a working knowledge of Microsoft Office
- Knowledge of ENTA or other ticketing systems