

## Job Description

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

Job function: The Box Office Clerk will be responsible for all theatre ticket sales and enquiries within the box office, whilst at all times providing 5 star customer service.

### Responsibilities:

- To respond to ticket enquiries over the counter, phone and e-mail
- To resolve any customer service issues and queries and escalate where required
- To provide 5 star customer service at all times
- To use ENTA ticketing system to accurately sell tickets
- To accurately capture patron details according to GDPR and other applicable legislation and regulation related to personal data
- Accurately process payments across multiple systems
- To prepare, print and distribute tickets for collection, as required
- To complete house seat and cast seat requests, as required
- To balance any counter takings and reconcile voucher sales and redemptions on a daily basis
- To fulfil administrative tasks when required
- To support the Box Office Supervisor in the daily running of the box office
- To perform all other reasonable tasks on request
- To represent the company in a professional manner at all times
- To be aware of the Health and Safety of other staff at all times
- To undertake training via the Hub or in person on an ongoing basis

### Skills:

- A working knowledge of West End theatre / entertainment industry
- Experience within a ticketing environment
- Motivated, organised and pro-active individual
- A team player, with excellent interpersonal and relationship skills
- Computer literate with a working knowledge of Microsoft Office
- Experience of computerized ticketing systems
- Customer service experience