

## Box Office Supervisor | JOB DESCRIPTION

### About Delfont Mackintosh Theatres

Delfont Mackintosh Theatres Ltd (DMT) is owned by Sir Cameron Mackintosh. DMT employs approximately 700 people and operates eight of the most prestigious theatres in London's West End: the Prince Edward, Prince of Wales, Novello, Gielgud, Sondheim, Noël Coward, Wyndham's and Victoria Palace. At DMT, we are determined to: create an environment in which we are all able to flourish and thrive; foster an ethos of inclusivity where everyone feels respected, valued and supported; promote a culture of wellbeing to improve mental health, resilience and productivity; and treat everyone equally so that every individual, whatever their background, may reach their full potential and contribute meaningfully to DMT's success.

### About the role

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

### Main Duties

- 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

### Person Specification

- A comprehensive working knowledge of West End theatre / entertainment industry
- Experience within a ticketing environment

- Highly motivated, organized and pro-active individual who is able to project manage tasks to tight deadlines
- Excellent numerical skills.
- Strong interpersonal and relationship management skills
- Be computer literate with Word and Excel skills and ideally experience of computerized ticketing systems
- Knowledge of ENTA or other ticketing systems

### Principal Terms and Conditions

Salary: £17.40 per hour

Hours: 35 per week

Contract type: permanent

Department: Box Office

Reports to: Box Office Operations Manager