



BOX OFFICE CLERK JOB DESCRIPTION

Position:	Box Office Clerk
Reporting to:	Box Office Manager
Job function:	The Box Office Clerk will be responsible for theatre ticket sales and enquiries over the counter and phone. This is a full time position, working 40 hours per week on a shift basis between the hours of 9am to 9pm Monday to Sunday.
Holiday entitlement:	22.5 days per year after probation period

RESPONSIBILITIES

- To respond to ticket enquiries over the phone and counter
- To use the ENTA systems to sell tickets and accurately capture patron details
- To print and despatch confirmed bookings
- To prepare tickets for collection
- To distribute tickets for collection
- To balance counter takings on a daily basis
- To perform other reasonable tasks on request

KEY PERFORMANCE AREAS

Sales focus

- Using sales technique to close sales
- Maximises revenue through positive promotion of highest earning sources
- Actively cross sells in other DMT shows
- Consistently looks to generate up selling opportunities

Customer Focus

- Strives to understand customer's needs. Listens and responds and ensure customer is content with options given.
- Uses knowledge of shows and experience to act as guide and advisor to assist customer in buying process
- Treats all customers in a friendly, approachable and professional manner
- Takes ownership of customer queries and complaints, generating solutions where applicable
- Remains calm and positive at all times despite external pressures

Team Working

- Friendly and approachable to colleagues
- Makes themselves available to help colleagues and is open to asking colleagues for help when needed
- Communicates regularly with team members, sharing knowledge
- Speaks positively of the team and other team members
- Demonstrates team player approach, supports team goals
- Makes self available for other tasks to help team members and goals

Booking execution – general public

- Captures all patron details accurately and fully, verifying with customer
- Ensures that correct tickets are booked and that the customer is happy with all details
- Ensures all DMT policies, including the no cancellation policy, are clearly communicated and understood by all customers
- Answers calls promptly, making self available for calls as much as possible
- Is always ready to take calls or counter bookings at the start of shift

Booking execution – agencies

- Allocates additional tickets to agencies to account and the correct rates, ensuring all hold periods, seat and performance details correctly confirmed.
- Requests call over reports and perform mark-back of tickets when required, ensuring all details double checked.
- Can check and track agency queries

Presentation

- Appearance is always smart and professional when customer facing (uniform provided) and keeps work areas tidy and presentable.
- All documentation is presented in a professional manner being proof read for mistakes. If external correspondence is approved by manager where appropriate.
- All presentation reflects the aims, policies and DMT identity

Administration

- Prints and despatches tickets for telephone and internet bookings
- Completes and correctly files all relevant documentation (e.g. call over reports, holiday requests)
- Keeps track of all relevant deadlines (e.g. promised responses to customers) and/or meetings and ensures they are met.

SKILLS

Essential

- Good command of the English language both verbal and written
- Computer literate with proficiency of Outlook and Word
- Experience of customer service

Desirable

- Box office experience

- Knowledge of the ticketing systems and particularly ENTA
- Current knowledge of West End theatres and shows