



Pavilion Theatre is now seeking applicants to join our team for the following position:

**Job Description:** Box Office Supervisor

**Job Role:** The successful candidate for the role of Box Office Supervisor is expected to provide customer service, cash handling and ticketing services for Pavilion Theatre. This is an integral part of the Pavilion team that involves front line daily interacting with our patrons and providing for their needs. This role requires a motivated and dynamic person who can think and operate strategically. The candidate should be methodical, well organised and can manage multiple priorities.

**Contract:** This role has an average of 35 hours per week, 5 days per week pro rata.

**Reports to:** Operations Manager, Venue Director

**Works with:** Box Office Assistants, Marketing Department, Customers, Front of House team

**Key Responsibilities include but not limited to:**

**Sales, Customer Service and Administration**

- To process phone, online and in-person ticket sales and queries using Ticketsolve, Pavilion's computerised ticketing system
- To actively maintain and encourage a high standard of professional customer service as Pavilion's first point of customer contact
- To train and support all Pavilion's Box Office Assistants and keep them informed of daily activities, updates, and developments
- To manage and maintain the back end of Ticketsolve, updating shows on our website, and maintaining customer databases
- To be fully informed of each event, knowing the main selling points, and looking to create sales opportunities and group development whenever possible.
- To produce sales and marketing reports and event analysis reports when required
- To liaise with Ticketsolve regarding any issues that may occur with the system, in a quick and efficient manner
- To assist with preparation of cash takings, reconciling reports, updating seating charts, event information, and any administration/tasks related to Box Office, Front of House or Marketing that may be reasonably required.

**General**

- To proactively provide solutions to any identified problems at Box Office, including being receptive to customer feedback and using this feedback to improve our services, where appropriate
- To replenish and update the marketing material in Pavilion Theatre and ensure that the Box Office and foyer area is always presentable and safe.
- To be aware of the fire evacuation procedure and Health and Safety requirements of the venue
- Occasionally assist backstage as a chaperone if extra supervision is required to fulfil our Child Protection standards

The above list details in a broad way the duties to be performed by the Box Office Supervisor. It is not an exhaustive or definite list and other duties may be assigned by the Operations Manager, Marketing Manager or Venue Director

**The successful candidate should have the following personal specifications:**

- Good knowledge of ticketing systems; preferably, but not exclusively, Ticketsolve
- Minimum of 2 years' experience in a customer service-related industry
- Ability to supervise a team and to delegate appropriately and effectively
- Positive, efficient, and courteous verbal and written communications
- Ability to work under pressure and to manage their own time effectively, particularly in relation to deadlines with an achievement-oriented attitude
- High standard of attention to detail, integrity, credibility, and reliability
- Excellent cash handling and IT skills
- Ability to use discretion in making decisions within the scope of the role
- Available to work evenings and occasional weekend shifts, as required

**Application Process**

To apply for this position, please email a CV detailing your experiences and a cover letter briefly telling us:

- Why you think you would be the most suitable candidate for this role
- Outlining your most relevant experience to support your suitability

**Ideal start date:** Mid-August 2022

**Applications must be submitted by email to:**

Niall Gomes O'Connell, Operations Manager, [niall@paviliontheatre.ie](mailto:niall@paviliontheatre.ie)

**Closing date for applications:** Wednesday 6<sup>th</sup> July, 5pm

Interviews will take place shortly after the closing date

Pavilion Theatre is an equal opportunities employer