



Pavilion Theatre, the Municipal Theatre for Dún Laoghaire-Rathdown, 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 have the ability to manage multiple priorities.

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:

To process ticket sales using Ticketsolve, Pavilion's computerised ticketing system; this includes telephone, online and over-the-counter interactions, both during the day and before show time

To actively maintain and encourage a high standard of professional customer service and to be the first point of contact for customers of Pavilion Theatre

To train any new staff about Box Office and to provide support to Pavilion's Box Office Assistants and keep them informed of day-to-day matters and updates, as well as of planned activities and developments

To efficiently input data on Ticketsolve, create shows on Ticketsolve and on our website, ensuring constant attention to detail on data entry, and to maintain all databases of customer information

To be fully informed of each event, knowing the main selling points and to communicate efficiently with the Marketing Department and other Box Office staff in relation to this

To produce sales and marketing reports and event analysis reports when required

To answer questions in response to enquiries about shows and the theatre

To be fully informed and proactive in the marketing of Pavilion's events and services, looking to create sales opportunities and group development whenever possible.

To replenish and update the marketing material in Pavilion Theatre and ensure that the Box Office and foyer area is presentable and safe at all times.

To liaise with Ticketsolve regarding any issues that may occur with the system, in a quick and efficient manner

To assist with closing of Box Office in the evenings, including preparation of cash takings, reconciling reports and updating seating charts and event information

To assist with any administration/tasks related to Box Office, Front of House or Marketing that may be reasonably required.

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 monitor all customer requests and complaints and to direct them to the Operations Manager where appropriate

To be aware of the fire evacuation procedure and Health and Safety requirements of the venue

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
- Excellent positive, efficient and courteous verbal and written communications
- Ability to work under pressure and to manage his/her 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 weekend shifts

Contract: This role has an average of 30-35 hours per week, 5 days per week pro rata. It requires working independently during evenings, and weekends as required.

To apply for this position, please send a CV detailing your experiences (with references) and a cover letter telling us:

Why you think you would be the most suitable candidate for this role

Outlining your most relevant experience to support your suitability

Applications must be submitted to:

Niall O'Connell

Operations Manager

niall@paviliontheatre.ie

Pavilion Theatre

Marine Road

Dun Laoghaire

Co. Dublin

Closing date for applications: Tuesday March 19th 2019

Interviews will take place shortly after the closing date

Pavilion Theatre is an equal opportunities employer