



## **Box Office Sales Assistant Job Description**

Reports to: **Box Office manager & Finance officer**

Saturday's, 10am – 6pm

£8.76 p/h

This role is equally distributed over both Box office and the finance department.

### **Responsibilities:**

#### **BOX OFFICE**

- To answer the box office phone and take bookings, sell vouchers or issue refunds
- To respond to queries via the phone & voice mail or directed to Komedie's 'info' mailbox and social media channels
- Create marketing listings online
- Update the in-house show reel
- Create ticket lists of special offers such as Groupon for the evening staff
- Keep our print media up to date, tidy and chronological
- Manage Lost property

#### **FINANCE**

##### **KEY SKILLS – Accuracy, attention to detail, confidentiality**

- Accurate input of basic sales invoices and cash-ups to our online accountancy software Quickbooks (full training will be given)
- Checking statements and requesting copies of missing invoices via email or phone
- Checking, paying and recording of basic petty cash receipts
- Filing of confidential paperwork including new starter information, timesheets and cash ups
- General financial administration tasks including printing, form replenishment and postage
- Assist with adhoc financial tasks at busy times

#### **STAFF LIAISON**

- Liaise with evening staff about last minute rota changes
- You will be instructing some other staff members on fulfilling box office & marketing duties, such as but not limited to:
  - Ensure that all relevant in date flyers & posters are out and available to the public
  - Update our weekly front window display

Any other reasonable requests as made by the senior management team

**Necessary skills:**

- Excellent customer service and time management skills
- Confidence speaking on the phone
- Attention to detail
- Be able to work in a team environment as well as self-directed
- Computer literacy
- To maintain a high level of accuracy and security with cash handling
- At least one year's experience working within arts/entertainment
- A love of all things to do with live entertainment

**Desirable skills:**

- Experience of using an online box office system (full training will be given)
- Solid knowledge of Microsoft Office
- Knowledge of the local live entertainment scene

Please send your CV to [sveta@komediabath.co.uk](mailto:sveta@komediabath.co.uk) - explaining why you are suitable for this role and answer us one more question: If you could have one superpower, what would it be?