



BOX OFFICE & CONTACT CENTRE ASSISTANT JOB DESCRIPTION

DUTIES:

- Working as part of a customer facing team in the day to day running of the Box Office.
- Working in the Contact Centre Office, handling customer enquiries via email and phone, providing prompt, accurate, and courteous support to customers.
- Maintain a thorough understanding of show schedules/details, ticketing prices/deals, and communicate this information clearly & accurately.
- Identify, communicate and resolve ticketing issues proactively & calmly.
- Assist Security & the Box Office Management Team with the coordination of any day sales/returns queues.
- Communicating with the Front of House team regarding any time critical issues, ticketing problems or relevant information in a calm, polite & collaborative manner.
- Helping to maximise ticket & ancillary sales & promoting the work of the Theatre & KX Tickets on an ongoing basis.
- Representing the Theatre & KX Tickets with diplomacy, discretion & courtesy at all times. Providing useful & accurate information about the Theatre's productions & facilities.
- Ensuring the presentation & security of Front of House areas are monitored and maintained, reporting any concerns to the Duty Manager.
- Complying with GDPR and data protection policies.
- Preparing any printed tickets or merchandise, ready for collection in preparation for the incoming.

ADMINISTRATION:

- Monitoring Customer Service emails, responding to all ticketing queries in a timely manner & directing any other emails to the relevant departments.
- Contribute to positive working relationships with ticket agents.
- Maintain a clean & tidy Box Office environment at all times.
- Liaising with & working alongside internal departments, including: Operations, Front of House, Bar, Site, Press, Marketing and Production.

CUSTOMERS, ACCESS AND EDUCATION:

- Providing excellent levels of customer service, being friendly & personable.
- Maintaining a consistent, accurate & useful customer database using the NLive ticketing system.
- Assisting customers with Access bookings to optimise customer experience and sales.
- Maintain up-to-date knowledge of access seating and accessible performances.
- Assisting with the distribution of equipment such as hearing loops & WatchWord Glasses to support customers with access needs.
- Support the Front of House team in the coordination of touch tours, talks & additional engagement activities.
- Respond to any face-to-face or telephone complaints in a courteous manner. Ensure complaints are forwarded to the Management team for auditing and response.

GENERAL:

- Complying with Health & Safety regulations throughout our different venues, reporting any breaches to the KX Management team.
- Working from various sites KX Tickets operates from as needed by the business. This includes Troubadour Wembley Park Theatre (venue and Contact Centre), Troubadour Canary Wharf Theatre & London County Hall.
- Adhere to the dress code of any particular venue and maintain excellent punctuality.
- Adhere to the Theatre and KX Tickets' working policies at all times.
- Undertaking other duties as reasonably required.

PERSON SPECIFICATION

REQUIRED:

- An organised, flexible approach to day to day responsibilities.
- A creative and resourceful approach to problem solving.
- A confident, friendly and professional manner.
- Demonstrable ability to prioritise effectively and remain calm under pressure.
- The ability to make quick decisions whilst maintaining high standards of accuracy.
- The ability to proactively seek clarification when requirements or tasks are unclear.
- Excellent written & verbal communication skills.
- Computer literate, familiar with PC's & Google Workspace programs.
- An understanding of Health & Safety practices in the workplace.

DESIRABLE:

- Experience of working in a commercial arts or events environment.
- Experience of working with ticket agents.
- Experience of ticketing systems, preferably Nliven and Ticketure.
- Experience of customer service delivery.
- Understanding of theatre operational structures.
- An interest in theatre & the arts.

TERMS

- Reports to: Customer Service Manager, Box Office Management & the Duty Box Office Manager.
- Variable shift pattern Monday to Sunday with evening, weekend & Bank Holiday working as required.
- Part-time and casual contracts available.
- Holiday accrued pro-rata.
- £14.85 ph.