

## **The Helix Theatre – Job Description**

### **POST: Part Time Casual Box Office Agent**

#### **KEY TASKS AND RESPONSIBILITIES**

1. To provide an efficient box office sales service operating a computerised Ticket system (currently Ticketsolve). Training provided.
2. To answer all enquiries received at the Box Office relating to The Helix Theatre.
3. To maintain and nurture relationships with regular attendees to The Helix.
4. To input and update the database as required.
5. To reconcile and record transactions on a daily basis.
7. To adhere to the Company's Health and Safety policy.
8. To carry out any other task which may be reasonably required by the Box Office Manager.
9. To make a positive contribution to the work of the Box Office team and Company as a whole.
10. To act as main reception for the Theatre.

#### **PERSON SPECIFICATION**

##### **Essential Skills**

Computer literate (experience of Ticketsolve preferable but not essential)

Sales Background

Excellent Customer Service skills

Money handling experience

Excellent telephone manner

**Weekend and evening work essential**

**Shift flexibility essential**

##### **Desirable**

Ability to work under own initiative and as part of a team

Ability to work calmly under pressure

Active interest in theatre

Please apply in writing, enclosing a CV and the names and addresses of two referees to: [anne.hughes@thehelix.dcu.ie](mailto:anne.hughes@thehelix.dcu.ie)

Closing Date: 1st February 2022