

The Helix Theatre – Job Description

POST: Part Time Casual Box Office Supervisor

Key Tasks:

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.

Responsibilities:

The Box Office Supervisor will be required to work evenings and weekends as well as day time hours.

Exhibit proper interdepartmental communication and organisation.

Work with the Box Office Manager to appropriately respond to patron issues.

Act as lead in Box Office Manager's absence.

Follow box office management procedures to comply with venue policies.

Perform other duties as assigned by the Manager.

Essential Skills

Computer literate (experience of Ticketsolve preferable but not essential)

Sales Background

Excellent Customer Service skills

Money handling experience

Excellent telephone manner

Shift flexibility essential

Proficient typing skills required.

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

Closing Date: 1st February 2023