



Title: Box Office Sales Assistant
Department: Marketing & Sales Department
Reports to: Box Office Manager / Assistant Box Office & Group Sales Manager
Position: Part Time / Casual

University Concert Hall seeks to employ a Box Office Sales Assistant. This is a pivotal, customer facing role within the company. The principal responsibility of this position is to ensure the smooth running of the Box Office function, including ticket sales, while providing guests with a positive initial experience at UCH.

Responsibilities and Duties include but are not limited to:

- To provide the front line service and process ticket sales for personal and telephone callers to UCH, ensuring that they are dealt with in an efficient, courteous and effective manner.
- To assist in the administration of online bookings and maintain an effective and efficient system of filing of bookings and correspondence.
- To assist customers with general enquiries about facilities, events and activities, to be familiar with all information pertaining to current and future performances.
- To be proactive in encouraging participation in the programme offered at UCH.
- To maintain customer records on the ticketing system at all times ensuring all historical and current data is correct and entered according to policy.
- Meet and direct groups, scheduled visitors as required. Deal with small deliveries and organise the safe collection of same by colleagues.
- To communicate effectively with colleagues in the Marketing, Administration & Technical Departments to ensure customer and promoter feedback is channelled appropriately.
- To attend relevant training sessions to ensure an excellent working knowledge of the computerized ticketing system and a high level of customer service.
- To carry out general duties and errands relating to the smooth running of the box office.
- To be punctual and well presented at all times.

Knowledge, Functional Skills, Experience & Qualifications

Requirement	Essential/Desirable
- Excellent customer service, communication and interpersonal skills with experience of dealing with customers in person and by phone.	Essential
- Excellent organisational skills and attention to detail	Essential

– Willingness to work effectively, and as part of a team, in what is sometimes a very busy environment.	Essential
– Willingness to work irregular and flexible hours (<i>Please note that Christmas is a particularly busy period at UCH</i>)	Essential
– Skill to handle cash responsibly and accurately	Essential
– Ability to be confident and positive when dealing with complaints and difficult situations	Essential
– Ability to offer and sell other shows and services to customers	Essential
– Good IT skills	Essential
– Experience of working in a Box Office, or Reservations and Sales Role	Desirable
– Experience of working with the Ticketsolve System	Desirable

This position is subject to Garda Vetting and Foreign Police Clearance. If you have resided in countries outside of the Republic of Ireland and Northern Ireland for a period of 6 months or more since the age of eighteen, it will be mandatory for you to furnish Foreign Police Clearance Certificates from those countries, stating that you have no convictions recorded against you while residing there. You will need to provide a separate Police Clearance Certificate for each country you have resided in. Please note; any costs incurred in this process will be borne by the candidate.

Applicants are invited to send a CV and cover letter to:
 Marie Healy, Administration Manager, University Concert Hall, University of Limerick.
 Please highlight that the position you would like to apply for is that of
Box Office Sales Assistant

Tel: 061 213304 E-Mail: marie.healy@uch.ie

University Concert Hall is an equal opportunities employer.