



Title: Box Office Manager
Department: Marketing and Communications Department
Reports to: Marketing & Sales Manager
Line management: Box Offices Sales Team
Contract Type: Permanent Role on successful completion of Probation.
Hours: Full-Time role with Annual Leave and Pension benefits.
The Box Office Manager will be required to work in accordance with the programme of events therefore their working hours will vary in line with service needs.
Start Date: August/September 2023

The Box Office Manager's role is a pivotal role within the company. Their primary role is to lead and manage Box Office and Sales operations. They will be responsible for a wide range of duties including generating ticket sales, scheduling staff, monitoring and reporting on sales, income reconciliation, website integration in addition to managing general queries from the public and promoters.

Section 1: Job Description

Responsibilities and Duties include but are not limited to:

General Duties

- Manage the Box Office functions
- Liaise with Promoters/Co-Production Partners and Producers of incoming performances as needed and in turn upload all information on shows, ticket prices etc to the Ticketsolve Box Office system and UCH Website
- Supervise and manage the Box Office Sales Team. This includes preparing a roster of attendance, the submission of an accurate summary of staff hours to the Accounts Department and the organization and management of staff training as required
- Ensure the smooth and efficient running of the chosen ticketing software system operated by the company and of the hardware equipment in which the company has invested
- Liaise with the Backstage/Technical Manager of UCH to ensure that close co-operation exists between the technical requirements of incoming performances, and that the seats made available to, and put on sale for, the public to purchase are correct
- Liaise with the Marketing Department of UCH to ensure close co-operation exists between the advertising and promotion activities undertaken and enable the Box Office Sales team to have up-to-date information on each performance in order to advise the inquiring public.
- Support the Marketing Department on the promotion and activation of Friends and Corporate Memberships
- Maintain close contact with the company's chosen I.T consultant regarding the effective operation of all computers and other hardware equipment on which the ticketing software runs and operates.
- Ensure all H&S matters pertaining to the Box Office and customer experience at UCH, and any other location managed and run by UCH, meet the appropriate standards outlined in the Company's Health & Safety Procedures
- Attend seminars and training sessions as required

Financial and Administrative duties:

- Ensure that ticket sales on a daily basis are reflected and matched by the total takings by the Sales team
- Prepare weekly Box Office reports for the Director and report on bookings at staff meetings
- Responsible for Box Office income management – liaising at the end of each concert/show with Promoters and the Accounts Department to ensure reconciliation is correct and trouble shoot any issues or problems with payments as they arise
- Respond to other duties as requested by the Director

Requirements:

Requirements	Essential/Desirable
Minimum of 2 years' experience in Box Office management or similar	Essential
Strong customer service experience	Essential
Ability to build and maintain relationships with key stakeholders	Essential
Proven ability to manage and motivate sales teams	Essential
Experience of managing cash/credit card transactions	Essential
Strong IT Skills with proven ability in managing complex systems	Essential
Excellent written and verbal communication skills, with emphasis on customer service.	Essential
A high level of proficiency in MS Word, Excel etc	Essential
The successful candidate should be highly motivated, flexible and discreet, be capable of working on his/her own initiative and as part of a team, as well as capable of working to established deadlines.	Essential
Proven ability to manage Box Office/ Front of House systems e.g. Ticketsolve or similar	Desirable
Experience of working in an arts, music entertainment or similar background	Desirable
Full Clean Driving License and access to own car	Desirable

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 Manager

Tel: 061 20133113, E-mail: Marie.Healy@uch.ie

Closing Date: August 2023 or until the position is filled

University Concert Hall is an equal opportunities employer