



**Title:** Box Office Supervisor  
**Department:** Marketing & Sales Department  
**Reports to:** Box Office Manager  
**Contract:** Part-time, Hours in line with Roster of Events. Min guarantee of 15 hours per week. Expected to be on average 20-24hours during busy periods.

This Supervisor role 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, while also supporting the Box Office Manager with key projects and supervising the Box Office Sales Team.

**Responsibilities and Duties include but are not limited to:**

- To provide the front-line service and process ticket sales and refunds for personal and telephone callers to UCH, ensuring that they are dealt with in an efficient, courteous and effective manner.
- To assist customers with general enquiries about facilities, events and activities, to be familiar with all information pertaining to current and future performances.
- To support the Box Office Manager with day-to-day Box Office functions including group/sports and social bookings, reporting and issuing of Agency Tickets as requested.
- To support the Box Office Manager in unlocking new sports and social/group bookings for key events across the UCH programme.
- Assist with uploading event information to Ticketsolve and ensuring that all information is correct and accurate.
- Overseeing the status of reservations and converting them to confirmed bookings.
- All usual box office cashier duties, including daily cash reconciliation.
- To always maintain customer records on the ticketing system ensuring all historical and current data is correct and entered according to policy.
- Supervise the Box Office Sales Team, in the absence of the Box Office Manager.
- Support new Box Office Sales Team members with training and knowledge sharing.
- Supporting the Box Office Manager with any other projects that may arise overtime.

**Knowledge, Functional Skills, Experience & Qualifications**

Requirements	Essential/Desirable
Minimum of 2 years' experience in Box Office management or similar sales role	Essential
Strong customer service experience and Excellent Customer Service attitude	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 candidate should be highly motivated, flexible and discreet, be capable of working on their own initiative and as part of a team, as well as capable of working to established deadlines.	Essential
An understanding and working knowledge of liaising with families, children's groups, schools and corporate entities in the area is desirable.	Desirable
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

Due to the nature of the role from time to time you may need to work outside your “office hours” and flexibility is important including weekends.

**Applicants must be available to work across the period of 15<sup>th</sup> December 2025 - 11<sup>th</sup> January 2026 inclusive.**

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 Supervisor***

Tel: +353 61 213304 E-Mail: [Marie.healy@uch.ie](mailto:Marie.healy@uch.ie)

University Concert Hall is an equal opportunities employer.