



Title: Box Office Sales Assistant
Department: Marketing & Sales Department
Reports to: Box Office Manager / Box Office Supervisor
Position: Part Time / Casual
Hours: Approx 6 – 8 hours per week in line with schedule of events.

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 always maintain customer records on the ticketing system 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 particularly with Microsoft Office suite	Essential
Experience of working in a Box Office, or Reservations and Sales Role	Desirable
Experience of working with the Ticketsolve System	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 Sales Assistant**
 Tel: +353 61 213304 E-Mail: Marie.healy@uch.ie

University Concert Hall is an equal opportunities employer.