



Job Description: Box Office Assistant

Main purpose of role: To be the initial point of contact for patrons and visitors to The Montgomery as well as by telephone and by email. Being responsible for all reception and box office duties and providing support administratively and in marketing and/or finance, to ensure the smooth running of The Montgomery.

Hours: Minimum of 11 hours per week with flexibility to work additional daytime, evening and weekend shifts as required.

Reports to: Managing Director

Main Duties & Responsibilities:

1. Daily Tasks
 - To open the Box Office at the start of a shift, to ensure there is sufficient ticket stock in the printer and that the computer, printer and chip and pin pad are all working
 - To count the Box Office float and to inform the Finance & Systems Manager of any discrepancy.
 - To ensure the Box Office is tidy and well-presented throughout the day. To ensure the leaflets and other relevant print for The Montgomery are on display at the Box Office.
 - To answer the Box Office phone within three rings, unless serving a customer in person.
 - To batch print and prepare tickets for postage.
 - To actively sell tickets and merchandise as required.
 - To support and provide the Front of House Staff with paperwork and information relevant to the performance, prior to the house opening.
 - To batch print tickets before the performance. To distribute pre-paid and complimentary tickets to customers.
 - To maintain high standards of radio etiquette.
 - To have a broad knowledge of The Montgomery, it's ethos and artistic policy.
2. Reception
 - To be the principle point of welcome to The Montgomery. To act as reception for the building and to alert relevant staff promptly of any visitors arriving to the building.
 - To uphold the highest standard of customer service.
 - To take delivery of postage and deliveries; and to distribute to relevant member of staff.
3. General
 - To act always in the best interest of The Montgomery.
 - To act at all times in accordance with The Montgomery box office policies and protocols.
 - To be welcoming and provide excellent customer care to all visitors to The Montgomery.
 - To be knowledgeable of all The Montgomery events.
 - To actively implement environmental policies and practices for the department.
 - To adhere to The Montgomery policies.
 - To actively adhere to and implement The Montgomery Health and Safety policy
 - To maximise income and minimise expenditure wherever possible without jeopardising the quality of the work or the reputation of The Montgomery.
 - To liaise with other members of staff where necessary with external hires and events.
 - Any other duties as reasonably required.

Person specification

Essential

- Keen interest in the arts and in particular work of The Montgomery.
- Excellent organisational skills and ability to multi task.
- A proven efficient self-starter who enjoys being a team member.
- Excellent proven interpersonal skills.
- Strong communications skills and the ability to interact with a wide range of people.
- A calm and efficient manner.
- Strong IT skills, in particular using Microsoft Office applications.
- Commitment to high levels of customer service, with experience of dealing with customers both in person and on the telephone.
- Proven ability in cash handling.

Desirable

- Experience of working in an arts venue.
- Experience of computerised ticketing systems
- Experience of marketing
- Experience of accounting systems

Rotas are created one month in advance. Upon receipt of the rota, please check availability and liaise with other staff members and the Managing Director for any amendments.

Must be able to work daytimes, evenings and weekends including some bank holidays

Salary £7.83 (additional hours are paid at the standard rate)

Probation two (2) months

Holidays: 33 days/year pro rata to include bank holidays

Contract Type Permanent

Typical Shifts: Thurs/Fri 09:45 – 15:15(5.5hrs), Sat 09:30 – 13.30 (4hrs)

Additional shifts for performance days: Evenings & Weekends (times vary)