**Donmar Warehouse Projects Ltd**

**CASUAL BOX OFFICE ASSISTANT(S)**

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| **Reporting to** | Ticketing and Customer Service Manager |
| **Working with**  **Locations of work** | Ticketing Assistants  Internal producing, development and education teams  Donmar Warehouse: 41 Earlham Street, London WC2H 9LX  Donmar Office: 3 Dryden Street, London WC2E 9NA |
| **Contract**  **Salary** | Casual, zero hours  £11.82 per hour (including holiday pay) |

**JOB DESCRIPTION**

**BACKGROUND & PURPOSE OF THE JOB**

You will have experience of offering the highest levels of service to customers in person, by telephone and by email, ideally to both members and the general public. You will maximise sales for the Donmar Warehouse, and to have an extensive knowledge of Donmar Warehouse productions and its operations.

**DUTIES AND RESPONSIBILITIES**

**Ticket Sales**

* Accurately processing all ticket sales and reservations by all channels (in person, by telephone, by email)
* Following company procedures with regard to credit/debit cards, cash handling, and SOLT vouchers
* Accurately recording all customer data at every opportunity in line with company guidelines and the Data Protection Act
* Maximising income, loyalty and frequency of customer visits from ticket and ancillary sales through effective customer card and sales techniques
* Assisting effectively in day-to-day box office routines by adhering conscientiously to all working practices and standards

**Visitor and Customer Services**

* Acting as a first point of contact to all visitors to the theatre, including public, contractors, cast and crew, as well as Donmar Warehouse and theatre staff
* Responding positively and effectively to all internal and external visitor and customer enquiries through all channels (in person, by telephone, by email)
* Providing accurate information to customers with regard to all current productions – including cast details, show synopses, performance times, seat prices, content suitability
* Providing accurate information to customers with regard to the Donmar Warehouse itself – including travel, venue and access information, and details surrounding the release of tickets, ticketing schemes for specific groups, and details about membership

**Team Work and Operations**

* Contributing positively and knowledgeable to briefings and discussions with regard to the ongoing improvement of box office operations at the Donmar Warehouse
* Providing all managers and supervisors will your full support, commitment and co-operation. Focusing on team participation when assisting the department in achieving goals and meeting deadlines (for example, the timely posting of tickets to customers)
* Participating in training to develop personally with the role and to ensure that desired standards are achieved and maintained
* To support theatre staff uphold policies and procedures (cash handling, health and safety guidelines)

**PERSON SPECIFICATION**

**The successful candidate will be able to demonstrate the following:**

* Tessitura experience very highly desirable
* Experience of working in a fast-paced, multi-channel, customer-facing environment
* Ability to work as part of a busy team in a calm, efficient manner
* Good time management skills
* Good general IT skills (experience of box office software desirable)
* An organised approach with attention to detail
* A willingness to learn and develop new skills
* A clear and confident communicator with good interpersonal skills
* Knowledge of and enthusiasm for the work of the Donmar Warehouse
* Ability to prioritise, multi task and adapt to new situations
* ‘Can-do’ attitude, personal drive, resourcefulness and initiative

This job description is not an exhaustive document, but is a reflection of the current position and details may be changed in full consultation with the post holder.