



Box Office Assistant Manager Job Description

Reports to:	Box Office Manager
Hours:	Variable including evening and weekends
Salary:	£78 per day up to 82 days (£6,396)
Holiday:	up to 28 days per annum pro rata including public holidays

Summary of the Role

The Box Office Assistant Manager will support the Box Office Manager to maximise income from Tickets and other Sales, managing staff and providing excellent service to all customers and event promoters.

Key Responsibilities

- Assist in setting-up & managing the Fringe Box Office using the Fringe's ticketing software (currently Via). Responsible for overseeing and updating the allocations of Fringe tickets over various sales channels - web, counter and phone plus promoter/agency sales channels.
- Apply knowledge to all aspects of box office procedures using ticketing software including show/event/venue setup and amendments, all refunds/exchanges, processing manual transactions, processing company and financial transaction data.
- Assist the Box Office Manager in managing Box Office customer service provision.
- Manage own and assist the Box Office Manager in managing relationships with all clients, including all Fringe venues & promoters, in all Box Office related aspects, but specifically with regard to fringe ticket allocations, sales and any other ticketing issues
- Assist the Box Office Manager in the process of reconciliation and settlements, both internally and to external promoters.
- Assist the Box Office Manager in training Sales Assistants.
- Assist the Box Office Manager in managing Supervisors and overseeing Sales Assistants.
- Assist the Box office Manager in overseeing staff in reconciling and recording transactions on a daily basis.

Other Duties

- Implement all Brighton Fringe policies and procedures such as the Health and Safety and Equalities policy and ensure this underpins all other practices, policies and procedures.
- Undertake any other duties in line with the responsibilities of the post as requested by the Box Office Manager, Operations & Development Manager and CEO.

Person Specification

Essential

- Experience of working in a Box Office environment.
- Experienced in using computerised ticketing systems.
- Experience of cash handling and cash accounting.
- Knowledge of, or interest in, the Festival/Arts sector.

- Familiarity with Fringe Festival ticketing model.
- Excellent written and verbal communication skills.
- Good ICT skills.
- Ability to work accurately and calmly under pressure and to meet deadlines.
- Willingness to work evenings, weekends, and public holidays, as required.
- Ability to manage people and work as part of a team.

Desirable

- Experience of working for a not-for-profit organisation.
- Previous Customer Service experience, ideally to management/supervisory level.
- Knowledge of VIA ticketing system.
- Knowledge of a range of payment gateway methods.
- Experience in developing/updating events in box office software.