

JOB DESCRIPTION

Job Title:	Box Office & Admin Assistant – PT Permanent
Reports To:	Visitor Services & Box Office Manager

The MAC wants to play a leading role in the pursuit of our vision - a creative and confident society that celebrates diversity.

Our mission is to inspire and challenge everyone who experiences the MAC and that includes people who work with us; to create unforgettable experiences that change people’s view of their society and their place in it; to create a space that kick starts connections between people, and between people and art, and to reach further into society to those who live with the worst effects of inequality and division.

At the MAC we are passionate about everything we do. We want people who share that passion for delivering the highest possible level of performance in everything that they do - people who are open to ideas, to collaboration, to challenges and to new ways of thinking.

If you’re a high-performing person inspired by our vision and mission and are passionate about working hard to help us achieve these, we want to hear from you.

If successful, you will be joining a highly motivated professional team which prides itself on delivering outstanding results and having some fun along the way. We work hard here, respect our colleagues, develop our team members, and do whatever’s necessary to make the MAC the best that it can be in order to make it a great place to visit and work in.

Main purpose of job:

Reporting to the Box Office Team Leader, this role will assist in the efficient and effective management of the Box Office and reception, maximising opportunities to achieve sales targets and delivering the highest standards of customer care (in person, by email and by phone). The post holder will also be responsible for handling cash during ticket transactions and reconciling their float at the end of their shift.

Secondary duties:

From time-to-time the post holder will be required to work flexibly across the galleries, theatres, workshops and Café Bar, ensuring a consistent high level of service to all areas. They will ensure that the highest possible standards of safety, stewarding, sales and service to MAC visitors from the welcome on arrival to the farewell on departure.

Note: The MAC is an equal opportunities employer. The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with the position.

Job Responsibilities:

Box Office

- Ensure the effective operation and administration of the ticketing and Customer Relationship Management (CRM) system;
- Develop knowledge of the system, updating and maintaining it as necessary;
- Support the MAC's sales and marketing initiatives and input to Box Office and Marketing meetings;
- To proactively sell the MAC's shows, products and memberships against agreed targets.
- Reporting into your line manager, the Visitor Services & Box Office Manager.

Customer Service

- To provide a reception role where you will be the first point of contact to welcome all MAC visitors, customers, staff and stakeholders. To provide a warm and welcoming service to all;
- To provide a telephone answering service and when required taking accurate messages and passing them on to the appropriate person in a timely manner;
- Contribute to an exceptional customer experience for all visitors to the MAC;
- Meeting & Greeting members of the public, solving problems, answering queries, offering directions, giving advice and endeavouring to ensure their visit to the MAC is a pleasurable one.

Audience Development and Reporting

- Work closely with the Marketing team to utilise the box office system in the most effective way to improve audience development and customer relationship management;
- Collect and maintain high-quality customer data against targets;
- Ensure compliance with the terms of Data Protection legislation.

Financial Management

- Assist the Visitor Services & Box Office Manager with the coordination of all box office activities including cash handling, accounts management, and fiscal reporting;
- Check and balance personal float before and after shifts.

Communication

- Efficient, friendly and engaging to all customers (internal and external) and stakeholders;

- To answer all enquiries received at the Box Office relating to the MAC and any other production that the MAC may be involved in selling or promoting;
- To help signpost and escalate other customer queries that may arise;
- To assist in the coordination and receipt of deliveries from suppliers.

Relationship Management

- Liaise with Team Leaders and the wider Visitor Services team in relation to when a show has commenced and the cessation of ticket sales;
- Establish and develop excellent internal working relationships with colleagues; partner companies and venues.
- To be an active and engaged member of the Box Office team, contributing to both individual and team targets and goals.

Other

- Any other reasonable duties as specified by the Visitor Services & Box Office Manager.



PERSONNEL SPECIFICATION
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Quality	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 5 GCSEs or equivalent including English and Maths at grade C or above 	<ul style="list-style-type: none"> • Educated to A Level standard or equivalent
Experience	<ul style="list-style-type: none"> • A minimum of 1 years' experience working in a customer service role • A minimum of 1 years' experience in a role that includes the meeting and greeting of visitors and taking telephone calls. • A minimum of 1 years' sales experience to include handling cash and taking payments and proactively selling to customers. • A minimum of 1 years' experience of working as part of a team in a visitor led venue • Experience of data processing, using a computerised database system 	<ul style="list-style-type: none"> • Experience of working with a ticketing system • Experience in a reception and/or admin role
Knowledge	<ul style="list-style-type: none"> • A high level of IT literacy with proven database and spreadsheet skills • The ability to work accurately with figures, and financial data. 	<ul style="list-style-type: none"> • Knowledge of Box Office systems • Awareness of customer trends and experience proactively sell to customers
Skills and behaviours	<ul style="list-style-type: none"> • Attention to detail • Ability to demonstrate exceptional customer care skills • A proven ability to handle demanding and difficult situations with the public, in a calm and confident manner. • Ability to work under pressure and in a busy environment • Excellent communication skills • Competent in the use of Microsoft Office packages 	

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