



## **Box Office Manager JOB DESCRIPTION**

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Thank you for your interest in this position. This document contains the job description and the person specification for this role.

Interested parties should apply in writing with an up-to-date Curriculum Vitae and cover letter no later than 5pm on Friday 02<sup>nd</sup> December 2022 by one of the following methods:

**Email:** to [info@glor.ie](mailto:info@glor.ie) with 'Box Office Manager' in the Subject Line.

**Please note the following key dates that form part of this recruitment process:**

<i>Deadline for applications:</i>	<u>5pm, Friday 09<sup>th</sup> December 2022</u>
<i>Interviews:</i>	<u>Friday 16<sup>th</sup> December</u>
<i>Start date:</i>	<i>Immediate</i>

**glór is an equal opportunities employer**

## **Box Office Manager JOB DESCRIPTION**

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**Responsible to:** Finance Manager

**Responsible for:** Box Office & Information Team Members

### **Role Overview:**

The Box Office Manager will oversee and manage the box office and information team function at glór. The main objective of the box office & information team is to provide excellent customer care that reflects the mission of glór, whilst selling tickets and sharing information about events happening and for sale at glór. The box office & information team must endeavour to maximise ticket sales for glór, and to have an extensive knowledge of the glór programme.

This is a part time 28 hours per week position for an initial fixed term period of 12 months, with a probationary period of 3 months from the start date. Regular reviews with the Finance Manager will be undertaken to support and manage the Box Office Manager.

The salary is €30,000 per annum pro rata (based on a 28-hour working week), and the contract will commence as soon as possible, in December 2022 ideally.

glór Music DAC's box office opening hours are currently 10am to 2.30pm Monday to Friday and 12 noon to 5pm Saturdays, and 5pm to 8.30pm on the evenings of events such with occasional opening on Sundays for events.

This role will involve approx. 4 shifts/days at the box office and approx. 1 day based in the administrative office focusing on the management element of the role.

Staff may be required to render additional hours from time to time, for which Time Off in Lieu can be claimed. Any time in lieu must be agreed in advance with the line manager and taken within one month of completion as agreed with the manager.

## Duties and Responsibilities

**As well as the duties for all Box Office & Information Team members laid out below, the Box Office Manager will have the following duties:**

- Recruit, train, develop, manage, and motivate all box office staff to ensure that a friendly, welcoming, and consistently excellent standard of customer service is always offered.
- Manage and communicate the box office staffing roster, ensuring that it is cost effective and within budget; continuously monitor staffing levels and the roster in line with programme requirements to ensure constant quality service for customers.
- Be responsible for managing the training of the box office team including any new staff and updating existing staff with changes to the ticketing system.
- Conduct annual appraisal process with all box office team members to review their progress, performance, and related needs for their role.
- Be responsible for ensuring adequate cash and change is available throughout the week for busy shifts.
- Manage on-sales process of new events in a timely way.
- Oversee the process of daily reconciliation cashing up, and banking duties
- Oversee ticket allocation of complimentary House seats for sponsors, artists, press and staff and process/distribute/monitor/release as instructed.
- Act as the primary contact for group bookings and building relationships with key customers.
- Manage the selling of tickets for external events where glór acts as a ticket agent.
- Be capable of attempting to fix minor technical problems with the ticketing system, and act as the primary contact for problem reporting with glór's ticketing system supplier.
- Maintain and monitor effective communication amongst all Box Office staff.
- Co-ordinate customers' ticket refunds and exchanges; maintain waiting lists.
- Attend and take an active part in regular/weekly marketing meetings and communicate marketing objectives in an effective way to other Box Office staff.
- Attend weekly staff meeting, usually held on a Wednesday morning.
- Manage the efficient running of all box office systems, including computers, printers, telephones, filing, promotional displays, stationery and other Box Office equipment and resources.
- When required, and given training already received, provide cash control checks for recording and lodging of cash and ticket takings, in conjunction with the Director/Finance Manager.

### **Duties of Box Office & Information Team Members:**

#### **Customer Service & Marketing**

- Deliver an information point function for glór, redirecting calls and managing glór's phone system, always in a friendly and pleasant manner.
- Provide accurate information in person and via phone/e-mail to bookers and members of the glór team.
- Increase sign-ups to glór's e-zine list and the capture of mobile phone numbers, and work with marketing on direct mail campaigns.
- Support the work of glór in the development of information gathering strategies to provide meaningful insight into key customer segments, audience behaviour, trends and purchasing patterns to maximise revenue and identify new audiences for glór.
- In conjunction with the marketing team, work to increase group sales and attract new audiences to glór.

### **Box Office and Ticketing System Management**

- Sell tickets to customers in person, by post, on-line and by telephone.
- Input new events on the box office ticketing system.
- Oversee ticket allocation of complimentary house seats for sponsors, artists, press and staff and process/distribute/monitor/release as instructed.
- Where possible, upsell events and promote glór's Membership opportunities.
- Organise customers' ticket refunds and exchanges; maintain waiting lists.
- Be capable of fixing minor technical problems with the ticketing system, and function as contact for problem reporting with glór's ticketing system supplier.
- Function as a contact for group bookings and build relationships with key customers.
- Assist in the promotion of targeted performances and events at glór such as educational/schools' event in terms of making calls to promote these.
- Manage the selling of tickets for external events where glór acts as a ticket agent.
- Ensure the accurate maintenance of glór's mailing list and database records, including regular data cleansing to avoid duplicate accounts.

### **Front Desk Security**

- Function as point of contact for all users of the building.
- Monitor entrance and departure of staff, artists, public and other persons to assist in maintaining security of the building where practicable.
- Alert Gardaí or emergency services in cases of emergency or incidences where members of the public in glór are acting aggressively/threatening or may pose a significant concern for staff/the public.
- Open building on non-office days when the Ticket and Information Desk is on duty and ensure building is locked up securely when last in building leave.
- To be always an active presence at the Ticket & Information desk, and where a prolonged absence from the Box Office is required where possible in advance, to alert glór colleagues to this, so that cover may be provided.

### **Building Operations**

- Have a sound knowledge of the building, especially areas which are open to members of the public (café, Gallery, Studio, Auditorium.)
- Assist in event/room set up when required, and direct groups and participants in relation to activities.
- Accompany members of performing groups or contractors through building where you have capacity, and it is appropriate to do so.
- Be the First Aid response when required once training has been provided.

### **Financial/Data Reporting**

- Cashing up, recording and reconciling ticket sales daily and applying best practise as regards the safe and secure handling of monies.
- Regular posting of weekly box office reports to sage accounting system.
- Produce sales reports and event analysis for the Director/Promoters when required.
- Ensure that all financial and data protection regulations, policies, and practices within your scope, and that the EU Data Protection Directive and the forthcoming General Data Protection Regulation (GDPR) are adhered to in all data management.

### **General administration**

- Ensure the efficient running of all box office systems, including computers, printers, telephones, filing, promotional displays, stationery and other box office equipment and resources.
- Other duties and requests that may arise from time to time.

### **Training and Development**

- Members of the Box Office & Information Team will be expected to undergo regular training in first aid, Ticketsolve training and other customer care training as provided.
- Members of the Team should communicate any training needs they identify as useful or necessary to undertake their role to the Box Office Manager.
- All members of the Box Office & Information Team are required to participate in annual individual performance appraisals conducted with their manager on a one-to-one basis to review their progress, performance, and related needs for their role.
- Attend the seasonal All Staff Meetings, and attend programme briefing meetings where scheduled.

### **Other**

- Willing and able to work flexible hours, including evenings and weekends.
- Work effectively with the glór team, visiting production teams, contractors, and all stakeholders.
- To always behave with professionalism and be an ambassador for glór.
- Any other duties appropriate to the post which may, from time to time, be allocated by other management staff at glór.

**Box Office Manager  
PERSON SPECIFICATION  
November 2022**

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**ESSENTIAL**

- At least 3 years' experience working in an arts/events/retail customer-focused setting.
- Experience of managing staff or small teams.
- Excellent customer care skills.
- Outstanding communication & interpersonal skills.
- Proven experience of working in a fast-paced and pressurised customer-facing environment.
- A positive attitude with the ability to multi-task and problem solve with ease.
- Available to work flexible hours.
- Ability & willingness to work as part of a small team.
- A high standard of computer literacy and technical proficiency.
- A good understanding of finance and cash management best practise
- A good understanding of marketing.

**DESIRABLE:**

- Previous experience in a theatre/venue/entertainment.
- Previous experience in a customer service role.
- Knowledge and experience of Ticketsolve or other ticket sales platforms.
- Familiarity with GDPR legislation and Data Protection.