

Job Description: Box Office Assistant

Job role: As the Box Office Assistant you will have the greatest amount of interaction with our customers. You will be expected to deliver exceptional customer service which is the core of the team's ethos. This role is an important link between customers, staff and the Arena management team.

You will be responsible for selling the Arena's products and services through a booking system and taking payments. You will also manage any initial customer complaints, escalating to the relevant Manager when necessary.

Key accountabilities

- Ensure the service we provide is customer-focussed, so that we deliver exceptional customer service every time.
- Answer all customer enquiries in a timely manner – face to face, by telephone and email. Take accountability for communicating information / enquiries to the relevant staff member and sharing the actions you have taken effectively with each customer.
- Act as a key communicator across all departments.
- Work with the Box Office and Skate Hire Supervisor to ensure the ticket booking system is being used correctly. Flagging up any anomalies in a timely manner.
- Identify how we can improve customer loyalty and repeat business. Sharing ideas with the Box Office and Skate Hire Supervisor and the wider management team.

Essential criteria

- A strong sense of professionalism, discretion, sensitivity and understanding. Recognising that each customer has individual needs and identifying where special assistance may be required.
- Possess excellent problem-solving skills and is solutions focussed.
- The ability to work well in a team.
- Thorough attention to detail.

- The ability to remain calm in stressful and challenging situations.
- The ability to work well under pressure.
- Excellent knowledge of various computer software – Microsoft Office, experience of using a booking system.
- Excellent verbal and written communication skills.

Desirable criteria

- Is First Aid trained with an up to date qualification.

This job description only outlines the key responsibilities of the role. However, the post-holder will be expected to be flexible, adaptable and understand that the role may entail more than what has been outlined.