

Box Office Supervisor

Employer: Kings Place Music Foundation
Date: February 2024
Department: Visitor Services
Responsible to: Visitor Services Manager – Box Office

Role Objective:

The Box Office Supervisor is responsible for assisting the Box Office Management team in the efficient running and supervision of the Box Office. The role exists to offer support to the Visitor Services Manager – Box Office and Assistant Box Office Manager, as well as to offer development and support to the Box Office team. This is a customer service role responsible for ensuring the Box Office team consistently provide an exceptional level of service to its visitors at all times.

The role also has administrative duties including the sale of tickets and other items, generating and distributing sales figures and maintaining the ticketing database.

Key Duties:

Staff Supervision and Training:

- Developing and delivering in house Box Office Staff training
- Mentoring and developing the Box Office team, ensuring they follow Kings Place policies and procedures
- To make sure that the team are fully briefed on product, performance, and ticketing information and have all the resources required to efficiently carry out their duties
- Responsible for Box Office team performance during their shifts
- Monitoring and reporting staff performance, lateness and sickness
- Managing and updated daily staff rotas

Management and Supervision of Box Office

- Acting as Box Office Duty Manager prior to performances
- Opening and closing the Box Office returning it to standards.
- Providing information on sales and ticketing to promoters and those working for KPMF
- Running and sending daily/weekly sales reports to curators and promoters
- Organising and distributing guest and press tickets lists
- Liaising with the Marketing & Communications team regarding any ticketing and booking issues affecting the Kings Place web site
- Acting in a senior capacity as and when required

Sales and Customer Service:

- Selling tickets over the phone and in person
 - Answering customer queries via phone, in person and via e-mail
 - Replying to e-mails received from customers
 - To acquire, maintain and provide accurate product and performance knowledge to customers
 - To respond and effectively resolve any customer complaints in accordance with given directives from line managers
 - Printing and posting customer tickets
-

Box Office Supervisor



Additional duties

- To assist with Marketing and communications duties such as Social Media tasks, Press listings and advertising
- Maintaining Brochure Displays and general tidiness around Kings Place
- Undertake any other duties as required as appropriate to the grade and role of the post
- Comply with the KPMF equal opportunities and health and safety policies

Requirements

Essential

- Suitable Box Office experience
- A commitment to providing excellent customer service both externally and internally
- Supervisory and leadership skills
- The ability to work under front line pressure, whilst maintaining a positive and flexible approach.
- Self-motivated, reliable, and dedicated
- Able to meet targets and deadlines
- Excellent communication skills
- Good computer skills
- Knowledge of a computerised ticketing system
- Able to work flexible hours, including weekends and evenings

Desirable

- Experience of working with Tessitura
-