

**Thurles Regional Arts Centre Ltd.
t/a The Source Arts Centre**

JOB DESCRIPTION

Job Title:	Box Office Manager
Reporting To:	Artistic Director
Responsible For:	Sales activity, Box Office operation, FOH display and Box Office staff

The Box Office is a key function in The Source Arts Centre and is the primary point of contact for the public.

The Box Office Manager is integral to the Marketing and Sales operation of the centre. S/he is responsible for maintaining optimum levels of customer service at all times, ensuring that the box office is fully staffed during opening hours, and assisting with data collection, analysis and maintenance.

The arts centre uses ProVenue Databox 4.

General:

- To work in support of the artistic policy of the arts centre;
- To attend a variety of performances in the venue at least twice a month;
- To organise and lead regular Box Office meetings;
- To maintain excellent communication between the Box Office, Front of House, the Administration Office, and the Production Office;
- To attend company events as required ('meet and greets', receptions, previews and Press Nights);
- To attend staff meetings as required, and act always in the best interest of the venue;
- To abide by, support, implement and develop the arts centre's Health and Safety Policy, and ensure that all members of Box Office & Front of House staff are familiar with and comply with emergency and safety procedures;
- To undergo training for professional development as and when required.

Box Office:

- To supervise the arts centre's Box Office operation and assist the Artistic Director in recruiting, training and managing Box Office staff;
- To develop systems which maximise sales and achieve targets as agreed with the Artistic Director and Marketing Officer;
- To deliver Box Office activities on budget and on time, working to achieve seasonal targets;
- To consistently deliver high levels of customer service, with responsibility for answering or responding to all telephone calls when on shift, processing bookings and dealing with enquiries;
- To create shows on Databox, setting up and maintaining pricing structures and offers, and to regularly monitor event sales;
- To manage the weekly Box Office rotas ensuring maximum service is maintained, including at weekends and holiday periods;
- Authorising absences, training requests etc., and ensuring signing-in sheets are accurately maintained daily for front of house and box office staff;
- To ensure that building accessibility and customer care principles are understood and implemented by all staff, responding to and resolving any complaints referred to you.
- To be on call to cover Box Office duties in an emergency.

Takings & Budgets:

- Cashing up and reconciling sales, ensuring cash drawers and computers balance, as well as dealing with queries relating to the Box Office reconciliation, in consultation with the Artistic Director and Financial Administrator;
- Ensure takings are banked daily, adhering to safe insurance limits and cash handling procedures;
- To prepare sales reports for internal reporting as well as for issue to promoters and visiting companies, liaising with them for ticket and other requests;
- To prepare monthly Box Office budget, sales and summary reports for submission to and approval by the Artistic Director and Financial Administrator;

Marketing:

- To proactively work to maximise sales through positive involvement in developing and delivering marketing objectives and sales strategies;
- To maintain the customer database and clean the system regularly, paying attention to data protection of customer records;
- To ensure the arts centre's Front of House promotional displays and information are regularly updated and maintained, with a close eye on presentation;
- To assist with Databox Marketing Extractions as required, working with the Administrative & Development Officer on devising and implementing event tracking systems;
- To assist the Administrative & Development Officer in developing and implementing audience development campaigns;
- To assist with Marketing mailouts, creating invitation and offer letters and occasional research tasks as appropriate;
- To submit weekly listings to newspapers, specialist publications, internet sites, tourism listings etc. on a weekly basis;
- To oversee Box Office ticket allocation including Press, Friends and VIPs as required, monitoring complimentary ticket allocations to ensure they are in accordance with contracted agreements.
- To manage company social media outlets such as facebook, twitter and pinterest accounts, encouraging regular interaction from audience.

Development:

- To monitor the arts centre's on-line ticketing sales and add all internet sales onto Databox on a daily basis;
- To maintain and update mailing lists, including future Friends, Sponsors and VIP email lists, making sure that e-zine subscribers are kept up-to-date;
- To advise on promotions and offers in response to sales patterns in consultation with the Administrative & Development Officer.

Administrative & Technology:

- To work with all members of staff to ensure that office and administrative systems work efficiently and effectively;

- To organise casual box office support as appropriate, in consultation with the Administrative & Development Officer;
- To be responsible for the maintenance and updating of box office technology and systems to maximise the efficient running of the Box Office (eg. ticketing systems, internet booking systems, credit card payment systems, data back-ups, computers, printers, phone systems etc.);
- Any other duties which may arise from time to time.

Hours: 32 hours per week TBC

Remuneration: €24685 TBC

Please email a C.V. with a Cover Letter, addressed to the Artistic Director, outlining why you think you would be suited to the advertised position to director@sourcearts.ie by 5.00p.m. Thursday, April 12th 2018. Shortlisted candidates will be interviewed in April with a view to role commencing soon after.