



CADOGAN HALL

Box Office Assistant Manager

Person specification

We are looking for a Box Office Assistant Manager to support the Box Office Manager and wider team in the day-to-day operation of our busy box office department.

Our concert hall stages over 300 live performances every year with a varied customer and client base. Our programme includes world-class, international concerts through to rock, pop and contemporary events.

Through Spektrix, we work with multiple agents including Ticketmaster, SEE and Ingresso on traditional allocation and API.

If you enjoy meeting people, have excellent attention to detail, have that 'spark' for customer service with experience in the sector... we'd like to meet you.

Ultimately, you will help create a memorable concert-going experience in one of London's most sought-after areas for promoters and audiences alike.

Responsibilities

- To provide and support a first-class Box-Office service to all customers and promoters
- To ensure appropriate staff levels are maintained whenever necessary
- Producing an effective staffing rota and covering breaks when necessary
- Maintain an excellent working relationship with all promoters.
- Fluency in Box Office software.
- Banking of Box Office monies taken including all card transactions, and petty cash, instigating and implementing procedures where necessary.
- Providing accurate reconciliations for all box office monies
- Efficient delivery of promoter allocations including top-ops and mark-backs.
- Prepare tickets for collection as requested by promoters - press, sponsors, guests etc
- Sell tickets to personal callers, phone, post, email and handle enquiries generated through the on-line booking. Advise customers of seat availability and programme details
- Any other duties that may be reasonably allocated from time to time

Requirements

- Great customer service attitude
- Excellent communication and organisational skills
- Presentable, articulate with a sunny disposition
- Attention to detail, especially under time pressure

Benefits

- 25 days holiday plus bank holidays
- Incomparable company benefits including generous private pension
- Food and beverage discounts
- Complimentary concert tickets
- We provide full training on our box office system (Spektrix), fire warden and first aid courses.