

**Box Office and Sales Manager**  
**10 month Leave-Cover-Contract (upto end Dec 2015)**  
**Job Specification**

The Box Office and Sales Manager is a key contributing member of a committed team and will report to the Director or such other person as assigned by the Director.

**KEY RESPONSIBILITIES**

The primary role of this position is the operation of the systems necessary to sell all tickets and associated products, performances and events at Dunamais Arts Centre. Reporting to the Director, the successful applicant will be expected to maintain a high standard of excellence in all contacts with patrons, visitors and stakeholders.

**The successful candidate will have:**

- Box Office experience in a busy arts centre or a Sales & Customer Service driven role in an equivalent environment
- A working knowledge of Ticketsolve, or directly transferable skills from another computerized Ticketing System (additional support training can be provided to successful candidate)
- Excellent administration and organizational skills
- Excellent communication and interpersonal skills
- Working knowledge of MS Office Suite (Outlook, Word, Excel) and other computer programmes
- Strong financial management skills and an understanding of budgetary control and management
- Strong sales skills and experience of marketing arts events to a wide audience
- Have an understanding of customer database management in respect of marketing and sales of events etc.
- A qualification in Sales / Marketing / Administration / Business is desirable

**Duties include but are not limited to:**

- Management of day to day operation of the box office and reception, including line management of casual staff.
- Set up and maintenance of the season programme on the ticketing software and Dunamais website with any other specific show-related information.
- Providing a comprehensive, customer focused ticketing and information service that is professional, informed and welcoming, as an initial point of contact for enquiries to the Centre.
- Working with the ticketing system to ensure timely and efficient processing of individual and group bookings, advance bookings, enquiries and ticket sales through all sales channels and payment methods. Ascertaining the proper allocation of complimentary and house seats for each production.
- Preparing box office financial reports, daily banking statements and daily summary reports. Accurately handling, reconciling and balancing all cash and credit transactions daily.
- Handling incoming invoices & relevant paperwork to assist processing outgoing payments including online banking.
- Maintaining efficient levels of administration & office management, dealing with incoming calls, counter activity and processing ticket bookings as demand requires.
- Managing customer databases and maintaining the integrity and confidentiality of all data.
- Promoting and administering the Friends Scheme.
- Produce the staff roster to cover the Box Office and Reception and being able to interpret the changing needs, demands and patterns for staffing levels.
- Assisting in researching sales patterns and buying habits, to inform and support campaigns and initiatives and to identify and communicate with new audiences.
- Ensuring that printed material relevant to the box office is kept up to date on all front of house displays. Keeping the box office area tidy and presentable at all times.
- Keeping staff team informed of all up-to-date info on upcoming events, marketing activities, offers and sales promotions by reading production information and occasionally attending performances earlier in the run.
- Promoting the centre and its programme, as an ambassador and advocate, in an accurate and informed manner.

- Adhere to stated staff policies and procedures, as set down in the staff handbook.
- Adhering to agreed line of response for policies, procedures and artistic programme content.
- Participate in training and development programmes/courses to maintain and improve performance and to assist in identifying self-training and support needs.
- Assisting with any other duties or special projects as assigned by the Director.

#### **PERSON SPECIFICATION**

**This is a specialised role and the candidate should have:**

##### **Essential:**

- Proven experience in a similar role at senior level (or complementary environment with clearly transferable skills).
- Proven experience in working to sales targets and efficient use of traditional and digital marketing tools.
- Proven experience in delivering an exceptional standard of customer service in a high volume environment to a diverse range of customers.
- Experience in budget management; the handling of cash, credit/debit card processes in a retail environment and online banking practices.
- Self-motivated with an ability to multitask and manage time & workload effectively under pressure.
- Able to work effectively and collaboratively as part of a team.
- Punctuality, flexibility and availability to work some evenings and weekends.
- Highly effective administration and problem-solving skills.
- A high level of computer literacy.
- Strong attention to detail.

##### **Desirable:**

- Excellent copywriting skills.
- Knowledge of Sage accounting.

#### **TERMS & CONDITIONS**

Contract: 10 month Fixed Term Contract basis. 35 hours per week, Present upto to end December 2015.  
 Salary: Commensurate with experience within a specified range. Enquiries to the Director.  
 Notice: One Months notice is required.  
 Holidays: 20 days, pro rata

#### **TO APPLY**

Please email a cover letter, addressed to the Director, outlining why you think you would be suited to the position of Box Office and Sales Manager, along with a detailed CV to [manager@dunamaisie.ie](mailto:manager@dunamaisie.ie) by **Friday 13 February 2015**. Shortlisted candidates will be interviewed **the week of Monday 16 February** with a view to role commencing soon after.

#### **ABOUT DUNAMAISE ARTS CENTRE**

Dunamaisie Arts Centre, based in the heart of Portlaoise town, is the county arts centre for Laois. Opened in May 1999, Dunamaisie Arts Centre exists to provide the local and visiting communities access to a diverse range of artistic activity and to be a venue for artistic engagement and development. The wide range of professional and amateur artistic events presented include theatre / music / dance / comedy, film and visual arts exhibitions, literary events and opportunities for arts participation (workshops, classes, etc). Dunamaisie Arts Centre celebrated its 15th anniversary in 2014.