

CF PRODUCTIONS LTD

Job Description

Job Title:	Customer Service Box Office Assistant
Contract Type	Casual Worker Contract
Location:	HSBC Building 109-111 Bath Road Cheltenham, or other premises within Cheltenham
Responsible to:	The Box Office and Sales Manager
Salary:	£7.83 per hour
Working Arrangements:	Evening and weekend work will be required.

Job purpose

The role of Customer Service Box Office Staff is to provide a high standard of customer service in selling tickets face to face, by telephone and online, in order to achieve the optimum sales of tickets and any other services that are provided.

The Box Office team is responsible for welcoming, assisting and selling tickets to all visitors to the Cheltenham Festivals.

When not on the Festival Site and outside of Festival dates, this role requires you to respond to customers on the phone, and via email in a discreet and professional manner.

As a Box Office team member you will divide your time between the head office of Cheltenham Festivals on the Bath Road, pop up box offices around Cheltenham, remote and main box offices at each of the Festivals.

You need to be able to commit to working hours within the Box Office staff rota during the Festival periods, as these are key dates in our calendar.

2019 Festival Schedule

Cheltenham Jazz Festival 1 - 6 May 2019

Cheltenham Science Festival 4 - 9 June 2019

Cheltenham Music Festival 5 - 9 July 2019

Cheltenham Literature Festival 4 – 13 October 2019

Cheltenham Festivals are looking for team members who enjoy exceeding the expectations of our festival-goers, through excellent customer service and great interpersonal skills.

This is an exciting and rewarding role, which requires you to bring your enthusiasm, passion for the Arts and commitment to the Values of Cheltenham Festivals.

Cheltenham Festivals Values

Collaboration

Inclusion

Excellence

Innovation

Integrity

Person Specification

Criteria	Essential
Skills required	<ul style="list-style-type: none">• Excellent interpersonal skills• Excellent communication skills, both written and verbal• Excellent organisational skills• Excellent attention to detail and process driven• Excellent IT skills and numeracy skills• Ability to prioritise, work under pressure, and to meet strict deadlines
Knowledge	<ul style="list-style-type: none">• Knowledge of data protection legislation
Relevant experience	<ul style="list-style-type: none">• Experience of working in a box office, call centre or other sales and customer service focused organisation
Disposition	<ul style="list-style-type: none">• Ability to interact with people of different ages from a wide variety of backgrounds• Proactive and positive approach• Willingness and ability to be flexible and adaptable• Able to work under pressure and remain calm
Qualifications	<ul style="list-style-type: none">• Educated to a minimum of GCSE level or equivalent including Maths and English

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time (after consultation with the post-holder) without changing the general character of the post or the level of responsibility entailed. The post-holder will be expected to adopt a flexible attitude to the duties and such variations.