

## **JOB DESCRIPTION**

**POST TITLE**            Box Office Cashier

**DEPT/SECTION**        Regeneration

**GRADE/SCALE**        3 (SCP 8-13)

**LOCATION**              Pomegranate Theatre

**RESPONSIBLE TO**    Box Office Coordinator

### **MAIN PURPOSE OF JOB**

To provide for all box office functions, including the selling of tickets, control of cash, bookings, forthcoming event information and dealing with the public.

### **DUTIES AND RESPONSIBILITIES**

**Duties and responsibilities must be carried out in accordance with Councils policies/procedures.**

1. To sell tickets (in person or by telephone) for the Pomegranate Theatre and the Winding Wheel, using the computerized box office system.

2. To account for all monies in respect of the above, together with agency bookings and credit card sales, and prepare for the banking of such.
3. The control of floats and incoming cash while on shift.
4. To receive and balance all returns required.
5. To act as a general reception point for members of the public or “professional” visitors to the Theatre.
6. To offer advice / information and details on shows / promotions / booking arrangements as required.
7. To deal initially with all customer queries and complaints.
8. At show times, communicate with the Duty Manager on all matters likely to require his/her attention.
9. To undertake appropriate work-related training as required.
10. To ensure that all leaflets are stocked up and the area is clean and tidy at all times.
11. To assist in general clerical duties as and when required.

12. To be fully conversant with the Council's, Department's and Section's Health and Safety Policy, and in respect of such be fully aware of the personal responsibilities thereto attached.
13. To be conversant with the Council's wish for a Total Quality Council and the Section's desire to achieve a full Quality Assurance Accreditation.
14. To comply with all Quality Systems and procedures laid down, and assist in the amendment/introduction of any new quality procedures as maybe required. To routinely undertake quality inspections as detailed in the quality manual.
15. To be aware of, and implement, the Council's Equal Opportunities Policy
16. To undertake any other duties as required, which are appropriate to the work of the Section and / or Department, and commensurate with the level and grade of post.

## SPECIAL REQUIREMENTS

Part-time rota shifts to suit requirements of the operation, including evening, weekend, Bank Holiday, sickness and

holiday cover working. Such rota to be seasonally adjusted to reflect demand.

**Bank Holiday working to be paid at double time as well as pay enhancements for weekend work.**

No annual leave to be taken over the Pantomime Season (beginning of December to mid January), except in exceptional circumstances.

Employees will be expected to take a certain percentage of their annual leave entitlement during the Theatre's "dark weeks".

To work as requested from/at any premise within the organisation/ department.