



Role: Box Office Supervisor

Reporting to: Executive Producer

Location: In person at our Box Office site in Dumfries.

Rate: £13 per hour

Overtime: We have a TOIL policy for overtime.

We are looking for a Box Office Supervisor with an immediate start to work with us in the build-up to the festival from our base at 117 High Street.

The role is split into two phases with time off between 24th December and 4th January:

- **(25 hours) Monday to Friday from 10am – 3pm each day until 23rd December.**
- **4th January and then your shift patterns will be Wednesday – Sunday 12pm – 8pm (40 hours) until the 6^h February 2025.**

Closing date for this role is **27th November at 5pm**, but we may close the role earlier if we receive a high volume of applications.

We would be interested in candidates who would like to propose different working hours if it meant we got the right candidate.

We encourage all staff to see as many shows as possible and to be involved at all stages of the festival programme as well as complimentary tickets to most shows.

Customer Service

- Display a good knowledge of events, prices, packages, promotional offers, activities in the building and programme changes to provide a comprehensive, efficient service.
- Take the lead on dealing with customer queries/complaints, including refunds
- Listen actively to customers, gather feedback and follow company protocols and procedures, referring up as necessary
- Providing information about our shows, events and participation programme to audiences and participants.
- Onboarding our audience ahead of shows and events through our email system.
- Ensure all telephone calls are handled in the appropriate manner.
- Work as part of a team, sharing your knowledge with others.
- Attend and contribute to team meetings as required.
- Provide safe egress of the public in the event of an emergency.
- Supporting members of the community to take part in our activities.

Box Office Operations

- Sell tickets and other festival products efficiently and in a friendly, helpful way, up-selling and cross-selling where appropriate.
- Accurately record customer data to enable monitoring of customer trends and behaviour.
- Ask data protection questions including mailing list opt in.
- Encourage customers to add donations when booking.
- Accuracy in monetary transactions, checking floats, ensuring knowledge of price structures, cashing up and balancing box office takings at the end of each shift.
- Maintenance of the box office system.
- Contribute to sales promotions, marketing initiatives and mailing fulfilment, and ideas on improving customer care and data collection.
- Migrating customers onto our campaigns.
- Managing the Box Office space, opening and closing the space each day.
- Keeping our promotional marketing in good condition and reporting any defects.
- Banking daily cash payments into our bank.

To apply please complete the [application form online](#) by 27th November at 5pm. If you have any questions about the role, please contact us by emailing programming@bigburnssupper.com