

Box Office Assistant & Reception

Located in Glasgow's Merchant City, Tron Theatre consists of a 230-seat auditorium, a 75-seat studio/rehearsal space, two 60-seat rehearsal/event spaces, dressing rooms, a 'get-in' area, a box office and office accommodation for administration and production staff.

Tron Theatre is both a producing and receiving theatre. We produce four Tron Theatre Company shows a year as well as delivering a busy programme of visiting work to include theatre, talks, special events and private hires.

As Box Office Assistant & Reception, you'll be responsible for providing exceptional service to our customers, managing ticket sales and reservations, and ensuring the smooth operation of the box office and foyer area. This is the perfect opportunity for someone who is organized, detail-oriented, and has a passion for the arts. You'll be working alongside a team of talented individuals who share your love for the creative world. This is a chance to join a dynamic organisation that is dedicated to promoting and supporting the arts in your community.

Team: The team comprises of 1 Manager, 5 Duty Managers, 4 Box Office & Reception Assistants, 16 Front of House Assistants and 5 Café/Bar Assistants.

Responsible to: Head of Venue Management & Duty Managers

Responsible for: Not applicable to this role.

Location: The job is based within Tron Theatre, Glasgow City Centre
Note: Remote/hybrid working is not available for this position

Contract Type: Minimum Hours Contract

Working Hours: 20hrs per week
The work pattern we are recruiting to is:

Week One

Mon	Tue	Wed	Thu	Fri	Sat	Sun
X		X		X		

Week Two

Mon	Tue	Wed	Thu	Fri	Sat	Sun
X			X		X	

Remuneration: £12.25 per hour

Holidays: Not applicable to this role. Holiday pay is accrued based on hours of work.

Pension: Tron Theatre is part of the UK Government auto-enrolment scheme.

Key Skills

ESSENTIAL

- 2 years or more experience of working within a Box Office with a ticketing system, for example Spektrix, ENTA, Audience View.
- Ability to organise, prioritise tasks and work under pressure
- Excellent verbal and written communication skills
- Demonstrable numeracy skills and experience in cash handling and reconciliation
- Highly motivated and well organised
- An approachable manner with a genuine interest in working in customer service
- Demonstrable administrative experience
- Excellent time management skills
- Ability to work on own initiative and within a team
- Computer literate with experience of a range of software systems, especially with Microsoft O365, and an understanding of computer hardware
- Experience in the use of a database lead system and/or advanced EPOS system
- Knowledge of General Data Protection Regulations, UK Data Protection Legislation

DESIRABLE

- Experience of working in a theatre Front of House setting
- Experience of working in an office/building reception setting
- Knowledge of/interest in the Arts, particularly in Scotland
- Knowledge of Payment Card Industry Standards (PCI DSS)

Key Responsibilities

Administration & Finance

- To use Spektrix (our ticketing system) to accurately sell and reserve tickets for all available shows, workshops, events, and additional items such as donation, memberships, and merchandise
- To maintain cash drawers and floats issued to you during your shift
- To reconcile Box Office takings at the end of a shift
- To operate our switchboard, managing calls from those who wish to speak to the box office or admin office, passing calls on or taking messages as required
- Undertake administrative tasks, such as photocopying, post, filing for the department and for customer related activities related to our Business Development, Participation and Creative strands of work
- Assist the Marketing Department where necessary with tasks such as mail outs, print distribution and proof reading
- To maintain and replenish front of house print, including posters and flyers
- Assist in monthly stock checks & reconciliation
- Receiving visitors and deliveries, directing visitors and companies around the building, preparing and issuing visiting companies with security passes
- Take responsibility for ensuring PCI DSS compliance is always adhered to

Customers and Access Services

- To deal with enquiries to the box office providing consistent excellent customer service, both on the phone and in person, always remaining friendly, courteous and professional
- Carry out adequate pre-show checks, including emergency exits and evacuation routes
- Adhere to our customer complaints policy
- Assist with the monitoring and maintenance of our access service equipment in line with policies and procedures

Theatre Programme, Events and Hires

- To keep up to date with the details of all forthcoming shows and Tron activities, researching where necessary
- To sell tickets, merchandise, memberships and perform advanced level transactions such as exchanges, refunds, and rebalancing transactions
- To assist in the proofing and crosschecking of our systems for season launches and ad hoc events

IT & Systems

There are multiple types of systems within the department, all with varying levels of usage by the department. Below is a list, along with what each are used for:

- Spektrix [ticketing, merchandise, marketing, fundraising and customer database]
- Artifax [building programming system]
- TAWK [customer contact system]
- Square [merchandise POS]
- Microsoft O365 [company server, email, and telephone system]
- Theatre Tokens [gift vouchers]
- Card Exchange [visitor and staff security passes]
- To maintain and update the customer database as required.
- Provide IT assistance and support to customers where required

Health & Safety

- To follow Health & Safety guidelines relevant to the post
- Ensure all safety equipment is kept in good working order reporting back any issues
- Take part in venue wide emergency drills and other key evacuation drills

Other Duties

- To take part in all training sessions and meetings with the team
- To take part in ensuring all venue services operate in an environmentally friendly manner
- To understand and support the aims and objectives of Tron Theatre and ensure that these are reflected in service delivery
- Any other duties or projects commensurate with the post as required by the Head of Venue Management or Duty Managers.