

JOB DESCRIPTION



Title: Box Office Assistant

Responsible to: Box Office Manager

Contract: Variable Hours

Principle Role

To provide an efficient ticketing service for all Philharmonic Hall promotions with the objective of maximising ticket sales in association with the Marketing Team.

Selling tickets for upcoming events by phone and in person using the Spektrix ticketing system, asking for donations, upselling ticket insurance, 1840 Lounge, at seat drinks and car parking.

Responsibilities and duties

- Ensuring the ticketing system's records are maintained and accurate.
- Answering customer queries covering a range of topics from ticketing to travel advice.
- Resolving customer issues and problems, escalating promptly to a manager when appropriate.
- Monitoring Box Office email ensuring queries are dealt with promptly.
- Print and preparation of postal tickets for despatch ensuring they are sent to customers in a timely manner.
- Using Jivo Chat to answer customer queries delivered through the website.
- Delivering an exceptional level of customer service.
- Any other duties as may be reasonably required by the Box Office Management team.

Person Specification

Skills & Experience:

- Strong numerical skills for sales.
- A willingness to learn about building procedures and events.
- Ability to work flexibly including weekends, evenings and bank holidays.
- Positive communication skills and the ability to solve customer problems or queries efficiently.
- Be able to remain calm, positive and professional under pressure in a public-facing role.
- An interest in and enthusiasm for music and live performance and the work of the Liverpool Philharmonic.

Please note: This job description reflects the current position. It does not preclude change or development that may be required in the future.



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