

Assistant Box Office Manager Job Description

Post: Assistant Box Office Manager
Contract: Seasonal, 6 weeks 15 August – 26 September 2022
Reporting to: Box Office Manager
Location: Dublin Fringe Festival Sycamore Street, Dublin 2
Salary: €31, 400 pro rata

About Dublin Fringe Festival:

Dublin Fringe Festival is home to bold ideas, brave performing arts and adventurous audiences. Fringe is a curated, multi-disciplinary festival and year-round organisation focusing on fresh and innovative approaches to the arts from Irish and international makers.

Ireland's largest multi-disciplinary arts festival and operator of the year-round artist support centre Fringe LAB in Temple Bar, Dublin Fringe Festival supports artistic vision, ambition and excellence across a range of art forms and offers supports, resources, space, time and professional development to the Irish independent arts sector.

The scale and environment of the festival broadens arts participation, introducing artists and audiences and playing a pivotal role in the fabric of Dublin and Irish cultural life. Dublin Fringe Festival is a platform for the best new, emerging Irish arts companies and a showcase for the finest international contemporary performing arts. For artists, Fringe facilitates opportunities to innovate, to cross boundaries and strengthen the conditions in which they work. For audiences, Fringe is the place to discover meaningful, exciting and unforgettable cultural experiences.

Role: Dublin Fringe Festival seeks an Assistant Box Office Manager to assist in the supervision of the Box Office and its staff and to maximise all sales opportunities, ensuring targets are reached and high standards of customer care are maintained.

Duties and Responsibilities

- Ensure all Box Office procedures and systems are maintained at all times.
- Ensure the highest levels of customer service are maintained at all times.
- In conjunction with the Box Office Manager ensure the Box Office is adequately staffed to deal with customer demand.
- Liaise with venue box offices.
- In conjunction with the Box Office Manager, ensure smooth running and accuracy of the ticketing website.
- Assist with general public bookings including telephone, e-mail and over the counter sales when needed.
- Maintain customer records on the ticketing system at all times ensuring all historical and current data is correct and entered according to policy.
- In conjunction with the Box Office Manager:
 - supervise the box office team;
 - ensure all staff are trained to a competent level;
 - roster staff ensuring that the box office is adequately staffed at all times including temporary box offices at venues;
 - create a supportive, enjoyable and efficient working environment for the Box Office team.
- Carry out other duties as requested by the Box Office Manager.

Person Specification

Essential skills and experience

- A proven track record of excellent customer service.
- Good communication skills including problem resolution.
- Team player.
- Professional experience at box office.
- Experience in the use of a computerised ticketing system.
- Ability to manage several projects simultaneously.
- Flexibility regarding work schedule.

Desirable

- Experience of working with Ticketsolve box office system.
- Professional experience in arts/theatre/festivals/entertainment.

Type of Contract

This is a seasonal and temporary contract from Monday 15 August to Sunday 27 September 2021. This post is full time and the normal hours are 40 hours per week. Work outside of these hours including weekend and evening work may be required. No overtime or time in lieu is payable. As is normal in a position such as this, you will be expected to work such additional hours as necessary to fulfil your duties and responsibilities. A probationary period of 1 week will apply from the start of the contract.

- Applications and interviews will be considered on a rolling basis
- You must have legal status to work in the Republic of Ireland.
- To apply for this position, please email a CV and cover letter to recruit@fringefest.com

Dublin Fringe Festival welcomes applications from all sections of the community. We particularly encourage applications from members of groups who are underrepresented in the cultural sector. Black people, People of Colour, people with disabilities, members of the Traveller community, LGBTQ candidates and candidates of all gender identities are actively encouraged to apply.