

Box Office Assistant - Job Description

Reporting to: Box Office Manager

ABOUT DUBLIN FRINGE

Dublin Fringe Festival is home to brave ideas, bold performing arts and adventurous audiences. Each year we present a curated, multi-disciplinary festival focusing on new and innovative approaches to the arts. Dublin Fringe Festival is a year-round organisation; we support the development and presentation of new work by Irish and International artists of vision, nurturing artistic ambition and excellence across a range of art forms. An active curator, Dublin Fringe Festival provides an environment in which participating artists challenge, subvert and invigorate their disciplines and practice. Dublin Fringe Festival provides a context for work and demands audience engagement and dialogue. The scale and environment of the festival broadens arts participation, playing a vital role in the fabric of Dublin's culture.

ABOUT THE ROLE

The Box Office Assistant is a key member of the Dublin Fringe team. The courteous and efficient running of box office functions, including ticket sales and community engagement will assist our collective goals of:

1. Generating increased paid attendance, with a particular focus on advance sales, of the full range of events on the Fringe Festival programme;
2. Encouraging public interest and enthusiasm for the Fringe Festival programme through friendly, helpful and reliable customer service and staff assistance;
3. Continuing to reinforce the image of the Fringe Festival as a professional, trustworthy operation.

Box Office

Box Office Assistant is entrusted to carry out duties as requested by the Box Office Manager, including but not limited to:

- Attend relevant training sessions to ensure an excellent working knowledge of the computerised ticketing system.
- Consistently deliver high levels of customer service, respond to customer enquiries in a timely and courteous fashion, via phone or email.
- Process ticket sales, ticket holds and customer lists for all Dublin Fringe Festival events.
- Maintain an effective and efficient system of filing for correspondence and relevant documentation.
- Always maintain detailed customer records, ensuring all historical and current data is correct and entered according to policy. This includes deduping data as scheduled or requested.
- Liaise with venues, artists and other stakeholders in relation to DFF events.
- Carry out any other duties as requested.

General

- To be punctual and well-presented for all shifts.
- To maintain excellent customer service and communication between the Box Office and the Public, Volunteers and Festival Management.
- To comply with emergency and safety procedures, as directed by Box Office Management.

Person Specification

Essential

- Excellent customer service, communication and interpersonal skills, with experience of dealing with customers both in person and on the telephone and a proven commitment to high levels of customer service.
- Excellent organisational skills and attention to detail.
- Willingness and ability to work effectively in a busy and occasionally stressful team environment under strict time schedules.
- Good communication skills and telephone manner – fluent in English.
- Willingness to work irregular and flexible hours.
- Enthusiasm and an interest in the Arts.

Desirable

- Experience of working in a Box Office.
- Experience of working with online box office platform.

TERMS AND CONDITIONS

This is a seasonal and temporary contract **from September 1st to September 21st 2025**. 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.

- 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 is an equal opportunity employer and welcomes applications from all sections of the community. Dublin Fringe Festival is core funded by the Arts Council / An Chomhairle Ealaíon, Dublin City Council and Fáilte Ireland.