



ROYAL  
OPERA  
HOUSE

## **JOB DESCRIPTION**

<b>Role / Title:</b>	Box Office Assistant
<b>Reports to:</b>	Assistant Box Office Managers
<b>Liaises with:</b>	Box Office Management Team, Other Visitor Experience teams; Catering Partners; Development & Enterprises; Audience & Media; IT, Digital; Retail

### **Overall Purpose of the Role:**

- Deliver the highest level of service to visitors, audiences and customers of the Royal Opera House and its partners via various communication channels.
- Providing information, assistance and bookings across a range of products, ensuring an enjoyable and memorable experience.
- As part of the Visitor Experience team, you may be required to work in other Visitor Experience areas subject to availability and necessary training.

### **Key Accountabilities:**

#### **Customer Service**

- Provide advice and support to customers who contact the Royal Opera House with queries.
- Provide an efficient and effective service to Royal Opera House customers via all communication channels, understanding their needs and requirements and working to exceed these wherever possible.
- Provide positive and accurate information, advice and assistance in response to enquiries, always seeking a resolution within agreed parameters and in line with policies and procedures.
- In line with our audience development strategies, identify and action appropriate opportunities to proactively up-sell and cross-sell to our customers relevant offers, other shows and products and services in which there may be interest.
- Demonstrate a positive, enthusiastic, committed and flexible attitude towards customers and other team members, recognising the importance and benefits of effective team working.

## **Policies and Procedures**

- Implement correctly the relevant policies and guidelines relating to sales payments, reconciliation, administrative procedures and general customer service.
- Comply with PCI and GDPR requirements in relation to dealing with card payments and personal data.
- In line with Royal Opera House and Box Office policies and procedures, maintain correct working methods and safe working practices, meeting health and safety standards and all relevant current legislation.
- Agree with calls and customer interactions being recorded for training and follow-up purposes.
- Contribute to the safety of the public and colleagues and play an active role in any emergency, including evacuations.

## **Other**

- Work collaboratively within the Visitor Experience team and alongside other departments within the ROH.
- Proactively demonstrate a commitment to the Royal Opera House's Diversity and Inclusion strategy.
- Escalate customer issues to the management team or other Royal Opera House departments as appropriate.
- Other administrative and customer service and sales related duties as required within the scope of the Box Office operation and as may develop over time in this area.
- Attend meetings and training sessions, as required.

**NB:** This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

## **PERSON SPECIFICATION:**

### **Minimum Skills, Knowledge and Experience:**

- Commitment to and proven experience of providing excellent customer service
- Experience of sales and confident in suggesting additional options and benefits to customers  
Good numeracy and computer skills, proficient in the use of Microsoft Office, databases and point of sales software and willing to learn new technologies
- Excellent communication skills via all forms, including telephone, written, online and face to face
- Experience of making sales using chip and pin devices and able to accurately reconcile
- Ability to interact effectively and positively with the public at all times

### **Other Essential Skills, Knowledge and Experience**

- Ability to work calmly under pressure and, prioritise several complex tasks at the same time
- A confident and positive outlook with a solution-focused approach, and the ability to plan ahead
- Ability to work alone using own initiative and as part of a team
- Well-presented, organised, with an eye for detail, excellent time keeping and a record of being reliable

### **Desirable Skills, Knowledge and Experience:**

- Experience of using Tessitura or other ticketing systems
- Experience of using customer contact software
- An interest in performing arts, specifically ballet and opera and a willingness to learn

