

Box Office Receptionist

Dunamaise Arts Centre is seeking a **Box Office Receptionist** with a proactive approach to customer service and strong organisational skills, to join the team!

You will support the team in delivery of an exciting and vibrant year-round programme of performing arts and visual arts events, connecting artists and audiences in a welcoming and busy space, in the heart of Portlaoise.

The **Box Office Receptionist** is the first point of contact for arts centre visitors and is personable, proactive and organised. The ideal candidate will handle front desk duties, provide administrative support to the management team and play a key role in audience engagement and building management, in line with the Arts Centres Vision and Mission, as outlined in the company Strategic Plan. Strong timekeeping and attention to detail are essential.

The **Box Office Receptionist** reports to the Front of House Manager / Communications Manager in the first instance, or other such person as assigned by the Venue Director. They work under the supervision and direction of the relevant Manager of the area to which they are assigned, for any particular duty. They will work alongside staff and volunteers. The role involves hours across daytimes, evenings and weekends, scheduled in advance, across seven days.

Key responsibilities:

The **Box Office Receptionist** is required to support and assist visitors, customers, staff colleagues and volunteers. They must:

Reception:

- Greet visitors with a welcoming attitude, displaying a calm, assured and diplomatic approach to communication.
- Provide friendly, professional, efficient and informed customer service, both in person and by incoming and outgoing phone & email.
- Be mindful of building security and safety procedures and communicate any potential issues to the Front of House or Technical Manager as relevant.
- Manage opening / closing operations in line with venue procedures.
- Set up daily events logistics (setting out chairs; refreshments etc as required)
- Ensure that public facing venue spaces are ready for daily events, displaying up to date signage and promotional materials at all times.
- Organise office supplies, maintaining a well-stocked, tidy and professional workspace.
- Maintain and update office records, filing, calendars, stock and schedules.
- Manage incoming and outgoing postage.

Box Office, Admin Assistance and Supporting Audience Development

- Be informed about the venue and programming, making recommendations and customer reservations and sales via digital ticketing system, cash & credit sales administration and reconciliation.
- Build and maintain databases for customer relationships, ticketing and outreach campaigns.
- Make outbound calls and emails to engage with potential audience groups

- Target new audience segments and build relationships with schools, businesses, and community groups
- Support marketing team campaigns, including poster runs, social media, newsletters and other promotions as required
- Act as an ambassador and advocate in representing the Centre.
- Adhere to staff policies and procedures, as set out in the Staff Handbook.
- Participate in training and development to maintain and improve performance.
- Liaise with the management team to identify self-training and support needs.
- Any other relevant associated duties as may be assigned.

Key skills & experience:

- Have the ability to manage time, meet deadlines, be proactive and multi-task under pressure in a busy office environment.
- Have excellent communication, interpersonal and teamwork skills to work effectively with staff at all levels as well as volunteers and stakeholders.
- Aptitude for initiating communications and building relationships with new audiences.
- Experience in / aptitude for managing databases, analysing reports and providing key information (in both oral and written form, formally and informally)
- Proficiency in outlook, word, excel, power point & general computer literacy.
- Experience of / aptitude for Ticketing software, sales and cash handling.
- Have a high level of accuracy, acute attention to detail and a rigorous approach to administration and service.
- Have neat personal presentation.
- Be honest, reliable, self-motivated and display a high degree of initiative.
- Experience in customer service, sales, office administration.
- Have an interest in the arts.

This list is for indicative purposes and is not exhaustive.

Staff may be required to assist across wider centre activities as operations develop. Assignment to areas is at the discretion of management.

Training will be provided where agreed necessary.

Contract Terms

This is a part-time, 20-hours per week position, for immediate commencement.

A one-year contract with 9-month probationary period will be offered initially, with a view to extending to 3 years.

A salary of €15,080 per annum is offered.

Applications and Interviews:

To apply, send a cover letter and CV outlining your relevant experience and interest in the position, to Michelle de Forge, Venue Director, at michelle@dunamaise.ie

Deadline: Thursday 12 June, 5pm. Interviews will be held on Thursday 19 June.