



The Southern Academy for the Performing Arts

**SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION**

Box Office Assistant

SJD-2023-0132-FOH

TITLE: BOX OFFICE ASSISTANT	POSITION STATUS: CONTRACT <input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/>
DEPARTMENT: OPERATIONS	SECTION: FRONT OF HOUSE
REPORTS TO: ASSISTANT FRONT OF HOUSE COORDINATOR	SUPERVISES: N/A
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Box Office Assistant is a support position which is responsible for the provision of excellent customer service in keeping with SAPA standards. The Box Office Assistant operates the box office during the stipulated hours, provides Patrons with a welcoming and pleasant atmosphere, performs basic cash handling processes, tickets sales and provision of information for events at SAPA to Patrons. Provides professional, efficient, “real-time” and over the phone support to clients who require assistance with purchasing online tickets.

KEY FUNCTIONS

Operational/Technical/Professional:

- Provides responsible customer service in operating SAPA’s box office.
- Ensures all customers whether in person or on the phone is greeted in a welcoming, courteous, and helpful manner.
- Performs cashiering duties; receives money, performs daily reconciliation of the cash drawer, ticket audit stubs, and ticket stocks, maintains accurate records.
- Enters information into computerized ticketing database; issues tickets; processes ticket sales, in person and over the phone.
- Handles special arrangements for ticket sales, including complimentary tickets.
- Screens calls from patrons and assist patrons with complaints; responds to request for information; assists in interpreting and applying SAPA’s policies, procedures, rules, and systems in response to inquiries and complaints from the public.
- Performs a wide variety of administrative box office support services, including, but not limited to maintaining accurate and detailed records, verifying accuracy of information, and recording information.
- Maintains attendance and punctuality that is observant of the opening and closing hours of the box office.
- Records all end of shift sales on the log sheet timely and accurately.
- Responds to queries via chat, email, or phone ensuring all customer requests are addressed in a timely manner.
- Utilizes ticket tracking system to document all support incidents.
- Providing technical assistance for questions and problems.
- The ability to balance, prioritize multiple projects, and remain calm under pressure.
- Resolving problems with networks and other computer systems.
- Diagnosing system errors and other issues.



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- Following up with customers to ensure full resolution of issues and runs reports to analyse common complaints and problems.
- Accesses hardware or software remotely for clients to make changes and fix problems.
- Executes any other related duties as assigned.

KEY RELATIONSHIPS

Internal Operations, Front of House, Ticketing and Marketing.

External Liaises with guests, vendors, visitors, suppliers, patrons.

PERSON SPECIFICATION

Education:

- Five (5) GCE/CXC O Levels (General Proficiency) including Mathematics and English.
- Customer Service Certificate will be a definite asset.
- Certificate in Microsoft Office Suite

Experience:

- Minimum of two (2) years' experience performing customer service, cashiering, clerical, and administrative support duties.

JOB COMPETENCIES:

Knowledge & Skills

Knowledge of: Customer Service principles and practices, office procedures principles and practices, event planning, Microsoft Office Suite, cashiering, basic accounting, relevant Public Service rules, regulations, instructions, and procedures.

- Teamwork
- Customer Service
- Planning and Organizing
- Time Management
- Communication (oral and written)
- Technical and Professional Skills

KEY ATTRIBUTES:

- Ability to learn and understand the organization and operation of a box office.
- Acquires information on performances, shows and events at SAPA and communicates this to patrons.
- Works independently, as well as in a team environment.
- Responds to and effectively prioritizes multiple phone calls and other ticket requests for events.
- Accurately process cash transactions.
- Maintains accurate logs, records and basic written records of work performed.
- Understand and follow oral and written instructions.
- Exercise good judgement, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Use proper English to effectively communicate to customers over the telephone and in person.
- Use tact, initiative, prudence when handling customers.
- Establishes, maintains, and fosters positive and harmonious working relationships with other Box office staff.



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WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment.
- The job periodically operates at a Box Office where visitors, patrons, and guests assemble for ticketing information and direction.
- This job operates at irregular hours based on the schedule of the theatre and the incumbent is required to work late and/or work shift, public holidays and weekends based on the theatre schedule.