

THE COURT THEATRE

JOB DESCRIPTION

JOB TITLE

Customer Experience - Box Office

PURPOSE

To work performance shifts in the box office.

SPECIFIC DUTIES & RESPONSIBILITIES

The customer experience team will work to achieve the set targets each year for new and repeat patronage that is a significant improvement from the previous year. Achieving these targets is the overarching goal of this role. This will be achieved by the following:

Assist patrons with purchase decisions.

Collect complete and accurate data from patrons.

Follow proper cash handling procedures and reconcile daily transactions.

Maintain a positive attitude and a genuine interest in helping others.

Work regular weekly shifts as assigned.

Handle incoming and outgoing patron calls, including patron call requests to assist marketing and other departments.

Ascertain and resolve patrons concerns, requests, and/or complaints in a timely, courteous and informed manner, making notes of any issues to be communicated to the CX Manager/Administrator.

Ensure up to date information is to hand so that this can be given accurately and effectively to customers, while always portraying The Court Theatre in the best possible light, consistent with our brand.

Contribute to the environment of the box office in a manner that is conducive to customer service, sales promotion, safety, and quality of work life.

Assist with cleaning when requested, or as part of agreed duties.

Assist set up and other Front of House requirements when requested, or as part of agreed duties.

Be available to attend paid team and company meetings when requested, with reasonable notice and flexibility.

Comply with all health and safety regulations.

Abide by all policies and procedures of The Court Theatre and ensure that these are adhered to.

Ensure adherence to the Health and Safety at Work Act 2015, and all other relevant legislation.

Any other duties as required by the Customer Experience Manager, Food and Beverage Manager, General Manager and/or Chief Executive.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with

- urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

CUSTOMER FOCUS:

- Demonstrates ability to provide outstanding levels of service and commitment to understanding and meeting external customer needs in a timely and effective manner.
- Constantly seeks new ways to improve the level of customer service.
- Anticipates expectations and requirements.
- Finds opportunities to get to know external clients/internal customers and improve understanding of their needs.

TEAMWORK:

- Works on projects as part of a team, exchanging ideas and contributing skills that complement those of the other team members.
- Fulfils commitments to team members.
- Is willing to change ideas or work practices if it helps the team achieve its goals.
- Can quickly find common ground and solve problems for the good of all.
- Creates strong morale and spirit in the organisation.

DRIVE FOR RESULTS:

- Continually looks for ways to improve and promote quality.
- Has an ability to focus on getting things done to ensure the organised and effective execution of activities, plans and strategies.
- Actively monitors and communicates standards and goals.
- Delivers results on time and to budget.
- Can prioritise to deliver highest impact outputs.
- Perseveres to attain results.

COMMUNICATION SKILLS:

- Organises and expresses ideas and information clearly, using appropriate and efficient methods of conveying information.
- Has an ability to communicate with others in an effective, respectful, open and collaborative way. Relates well to all kinds of people.
- Listens attentively and uses questions to check for understanding and elicit all relevant information.
- Can adapt for various audiences and demonstrates diplomacy and tact.

TECHNICAL SKILLS:

- Possesses skills and knowledge to perform the job competently, and has the service skills, technical and operational abilities to contribute to results.
- Works at keeping up to date with the trends and ideas for the business within the functional discipline and industry.
- Looks for ways to permanently optimise work.
- Builds networks with other professionals in their field.
- Demonstrates openness to examine new methods and technologies.

LEADING CHANGE:

- Demonstrates the ability to use change as an opportunity to grow and develop people and the

business.

- Is persuasive and effective in articulating the case for change.
- Makes suggestions to improve the effectiveness of implementation of change.
- Creates an environment where others are comfortable with change. - Demonstrates a high level of adaptability to changing priorities.
- Understands the origin and reasoning behind key policies, practices and procedures.