

Box Office Assistant - Job Description

We are recruiting for the role of Box Office Assistant at The Queen's Hall.

This is a casual position offered on a zero hours contract, with approx. 10-15 hours per week

Regular evening and weekend availability is essential. Shifts are generally 3-5 hours.

Pay is £12.00 per hour

Essential Skills and Qualities

- Excellent customer service skills
- Ability to stay calm under pressure in a busy work environment
- An interest in live music and the arts

Desirable Skills and Qualities

- Previous ticketing or venue experience is desirable, but not essential for the right candidate
- Experience of using the Spektrix ticketing system is a bonus, but also not essential

Main Duties

- To sell concert tickets over the phone & in person, accurately & efficiently using the Spektrix ticketing system, offering a very high level of customer service
- To provide information to customers over the telephone and in person, communicating complex areas such as seating arrangements
- Handling cash accurately
- Carrying out general administrative tasks as required
- Other duties as required by the Box Office Manager and Box Office Supervisors

To apply, please send your CV and Cover Letter (max. 250 words) to boxofficemanager@queenshalledinburgh.org