JOB DESCRIPTION

POST TITLE     Sales Assistant

DEPT/SECTION   Arts and Venues

GRADE/SCALE    3

JOB EVAL REF NO: A12935

LOCATION      Chesterfield Venues

RESPONSIBLE TO Deputy Sales Manager

MAIN PURPOSE OF JOB

To sell tickets and other items using the computerized box office system, and provide information to customers.

DUTIES AND RESPONSIBILITIES

Duties and responsibilities must be carried out in accordance with Councils policies/procedures.

1. To sell tickets and other items (in person or by telephone) for any event as directed from the Pomegranate Theatre / Winding Wheel / Assembly Rooms / Hasland Village Hall, Visitor Information Centre using the computerized box office system.

2. To account for all monies in respect of the above, together with agency bookings and credit card sales, and prepare for the banking of such.

3. The control of floats and incoming cash while on shift.

4. To receive and balance all returns required.

5. To act as a general reception point for members of the public or “professional” visitors to the Theatre.

6. To offer advice / information and details on shows / promotions / booking arrangements as required.

7. To deal initially with all customer queries and complaints.
8. At show times, communicate with the Premises Manager on duty on all matters likely to require his/her attention.

9. To undertake appropriate work-related training as required.

10. To ensure that all leaflets are stocked up and the area is clean and tidy at all times.

11. To assist in general clerical duties as and when required.

12. To be fully conversant with the Council's, Department's and Section's Health and Safety Policy, and in respect of such be fully aware of the personal responsibilities thereto attached.

13. To comply with all systems and procedures laid down, and assist in the amendment/introduction of any new procedures as maybe required.

14. To be aware of, and implement, the Council's Equal Opportunities Policy

15. To undertake any other duties as required, which are appropriate to the work of the Section and/or Department, and commensurate with the level and grade of post.

16. To perform all duties in accordance with the council's competency framework for employees.

SPECIAL REQUIREMENTS

Part-time rota shifts to suit requirements of the operation, including evening, weekend, Bank Holiday, sickness and holiday cover working. Such rota to be seasonally adjusted to reflect demand.

To work as requested from/at any premise within the organisation/department.
PERSON SPECIFICATION

JOB TITLE    Sales Assistant

DEPT/SECTION Arts and Venues

SKILLS/KNOWLEDGE/ABILITIES

Essential
Keyboard Skills
Clear concise verbal communication
Accurate numeracy skills
Flexible approach to working hours
Customer service skills
Level 1 of CBC competency framework

Desirable
Commercial skills
Computer Skills
Knowledge of general Arts and Entertainment activities

EXPERIENCE
Essential
Working with the public
Cash handling

Desirable
Computer experience
Retail experience
Experience working in a profitable commercial enterprise

QUALIFICATION/TRAINING
Essential
Fully conversant with IT – Microsoft Office
General Education to 4 GCSE/GCE or equivalent

Desirable
Customer Care Training
Commercial skills training