



JOB DESCRIPTION

Job Title: Assistant Box Office Manager

Responsible To: Head of Ticketing and Visiting Companies / Box Office Manager

Contract: Full-time fixed term

Start Date: Monday 8th July 2019

End Date: Wednesday 28th August

Salary: set fee depending on experience

Basic Job Outline...

The Assistant Box Office Managers (2) will work to facilitate the day to day operations of our 6 box office locations across our 5 venues. The role will focus on staff management, cash reconciliation and customer and artist support.

The role will primarily be based at our Teviot Management Office but will be expected to visit other venues regularly to provide support and trouble shoot as necessary. The Assistant Box Office Manager is an important link between promoters, artists, staff and our patrons; providing advice and guidance, thinking pragmatically and laterally to solve problems on the spot, and delivering an exceptional level of customer service under stressful situations.

The role works on a rota system, with the Box Office Manager and other Assistant Manager. The management office is open from 9am – 1am every day. You will do a mix of mornings, afternoon and evening shifts to ensure there is always someone in the office.

With 2 new venues, we're looking for someone who can hit the ground running and work with the year-round team to bring these new venues and the necessary process to life to make it a success. It's a challenging, fast-paced role for someone who thrives in a festival environment.

About Gilded Balloon...

The Gilded Balloon is one of Scotland's leading entertainment venues with the best of live entertainment. Gilded Balloon also now operates a new year-round venue alongside lots of other mini projects to get involved in as well as our main event at the Edinburgh Fringe.

The Gilded Balloon's Artistic Director, Karen Koren, started the company in 1986 and in 2015 celebrated the 30th appearance at the Edinburgh Festival Fringe. Gilded Balloon is a family, with many staff returning to join the family every Fringe!

Key Responsibilities...

- Day-to-day management of the Box Offices at our 5 venues
- Ensuring all Box Office staff deliver the highest level of customer service
- Staff management including roster management and training
- On-call point of contact for Box Office Supervisors for issue resolution
- Working with artists and producers to facilitate their requests and provide ticketing support and guidance
- Processing complimentary ticket requests and ticketing offers
- End of day cash management and float reconciliation across all venues
- Releasing House Seats in a timely manner to ensure maximum revenue for companies
- Collating a comprehensive end of contract report.

What we are looking for...

www.gildedballoon.co.uk



- At least 2 years experience at a supervisor/managerial level in box offices
- Have experience in management or supervising a team
- Possess a strong attention to detail, an upbeat attitude and be self-motivated
- Have a deep and utter love of tickets
- Have a strong familiarity with an existing ticketing platform, particularly Red61 VIA.
- Ability to interact, liaise, negotiate and communicate with a broad range of people, both internal and external to the organisation in a professional and effective manner.
- Excellent organisational, time management and problem-solving skills.
- Ability to set and meet deadlines and cope with high pressure situations.
- Self-reliant and self-motivated with an ability to work effectively independently and as part of a team.
- Strong IT proficiency and an ability to learn new software & systems.
- A flexible, organised and reliable approach to work.

In addition to the above, it would be nice to have...

- Full clean driving license.
- And of course... a sense of humour

How to Apply...

Please send a cover email along with your CV (2 pages max.) to georgia@gildedballoon.co.uk