JOB TITLE: Visitor Services Coordinator

RESPONSIBLE TO: Visitor Services Manager

CONTRACT: Permanent/14 -28 hours per week

The Abbey Theatre is Ireland’s national theatre and occupies a unique position in the hearts and minds of Irish people. It has two theatres; the Abbey, with a capacity of 492 seats, and the Peacock, with a capacity of 132 seats. We produce a year round programme of productions, public readings, talks, workshops and artistic development work. We produce work at home and on tour, which not only showcases Irish and international theatre but also engages with the artistic and civic life of contemporary Ireland.

For 115 years, the Abbey Theatre has played a significant role in reflecting Ireland’s evolving cultural, political and social identity. It has done so through the creation and staging of an important literary repertoire which has helped Irish people to understand and communicate what it means to be Irish. This role continues, as the nation’s sense of identity continually evolves and our population becomes increasingly multicultural. In this more globalised world, it is vital that the Abbey Theatre continues to stand proudly amongst our peers as a world-class national theatre, touring our work internationally and attracting great artists to work in Ireland.

The Abbey Theatre’s mission is to effectively and imaginatively engage with all of Irish society through the production of ambitious and courageous theatre, in all its forms. Ireland’s National Theatre is artist-led and audience-focused. We aim to ensure our programmes are driven by ambitious, big ideas by theatre-makers of all disciplines, relevant to our times, and communicated effectively to all our citizens and stakeholders.

Our vision is to build a 21st century theatre and company, where creativity drives our every move, developing the artists and audiences of the future. We will be a confident collaborative company, leading the way in how Irish theatre is developed, produced and disseminated; and where everyone who works with us, irrespective of their role, knows that they are contributing to the work of one of the world’s great theatres.

Planning is in train for the re-building of the Abbey Theatre in line with the Project Ireland 2040 plan announced by the Department of Culture, Heritage and Gaeltacht.

PURPOSE OF JOB

An opportunity exists for a Visitor Service Coordinator to support a strong sales and customer focused team, enabling the team to work to its highest potential by consistently delivering an efficient, informed and professional service to Abbey Theatre customers and stakeholders. This person will ensure that each visitor has a positive, engaging experience while also developing new customer and business relationships.

The post holder will work closely in a team of two Visitor Services Coordinators to lead and support staff to deliver on departmental goals and objectives, including sales targets, in the context of the Abbey Theatre’s overall mission, vision and goals.
RESPONSIBILITIES

Duties include but are not limited to:

**Sales & Customer Service**

- Ensuring that all visitors have a positive experience by implementing and maintaining excellent customer service standards that are reflective of the brand and values of the Abbey Theatre.
- Coordinating and supervising the team across the full range of services – front of house, ticketing, membership, reception, bar, merchandise, events and guided backstage tours, in line with department standards.
- Resolving visitor issues in a timely and professional manner and document all feedback on Tessitura (the Abbey Theatre’s CRM system).
- With the management team, identifying opportunities and implementing initiatives to maximise sales and exceed targets, and to make the visitor experience more engaging and memorable.

**Operational**

- Ensuring that the day to day operations of the Sales and Customer Service team are efficient, that staff coverage is adequate to meet demand and that staff are equipped and informed.
- Supervisory user of Tessitura (CRM), Point of Sale (POS) and TMS (time and attendance) systems.
- Completing cash reconciliation, lodgements and end of day reporting, compiling with all financial controls.
- Assisting with effective stock management.
- Conducting team briefing sessions as required.
- Maintaining and reviewing Standard Operating Procedures (SOPs), policies and systems to improved efficiency and reduce costs.
- On a weekly basis acting as Duty Manager and working on assigned projects to improve the visitor experience.

**Training**

- Supporting, coaching and motivating the Sales and Customer Service team to deliver on sales targets and departmental goals, always leading by example.
- Implementing staff training and development programmes.
- Participate in and contributing to the performance management process.

**Health and Safety**

- Acting as Chief Fire Marshal in the event of an emergency evacuation and ensure the safety of all visitors and staff.
- Being the point of contact for any incidents/accidents involving customers and ensure that the team adheres to company policy and procedures in line with first aid training.

**General**

- Ensure compliance with all relevant legislation. Work closely with colleagues to strengthen interdepartmental relationships and understanding.
- Any other duties as may be deemed reasonable and appropriate.
PERSONAL SPECIFICATION

The post holder will have:

- Proven experience of delivering an exceptional standard of customer service in a high volume sales environment.
- The ability to lead and motivate a diverse team. Strong verbal and written communication skills.
- High level of computer literacy is essential, with CRM database or POS experience desirable.
- Demonstrable experience of meeting and exceeding sales targets.
- Good administration and organisational skills, with strong attention to detail.
- Ability to work effectively as part of a team and individually, to make decisions, take initiative and prioritise tasks.
- Reliability and the ability to work flexibly and effectively under pressure.
- Cash management and reconciliation experience.
- Ability to react positively to and embrace change.
- An interest in theatre and the arts.

TERMS AND CONDITIONS

- **Annual Salary:** Salary commensurate with skills and experience
- **Holidays:** 24 days per annum (including Good Friday & Christmas Eve).
- **Public Holidays:** 9 Public holidays per annum.
- **Pension:** The Abbey Theatre provides employees with access to a pension scheme and will match contributions up to 5.5% of salary. Employees must contribute a minimum of 3% to avail of employer contributions. Contributions are made through payroll.
- **Life Assurance:** The Abbey Theatre Group Life Assurance plan provides a benefit to all employees of 4 times annual salary in the event of death while in service.
- **Bike to work/ Bus Eireann/Luas/ Dart Tax Saver**

APPLICATION PROCESS

To apply, please send the below information:

- Up to date CV
- Cover letter

*(Outlining why you want this particular post and highlighting the skills and experience that you could contribute)*

Agnieszka Myszka HR Generalist
The closing date for applications is **5 pm on Friday 11th October 2019**

*The Abbey Theatre is an equal opportunities employer*