

ABBAY THEATRE AMHARCLANN NA MAINISTREACH

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JOB TITLE: Visitor Services and Sales Assistant

RESPONSIBLE TO: Box Office Manager

CONTRACT: 36h – 40h Permanent

“to bring upon the stage the deeper emotions of Ireland”.



The Abbey Theatre is Ireland’s National Theatre, and a significant part of its role is to reflect our evolving cultural, political and social identity. We do this through the creation, development and production of theatre that seeks to interrogate, challenge, gather and inspire a nation and its people, locally, nationally and internationally. We’ve held this inimitable place in the Irish cultural landscape for over 116 years, since before the formation of the Irish state.

PURPOSE OF JOB:

This is a multi-skilled position that incorporates Box Office and Front of House duties and will be on a rotational roster to cover operational requirements.

This person will deliver an exceptional visitor experience that is reflective of the brand and values of the Abbey Theatre. This person will work as part of an effective sales team that nurtures new and existing customer relationships. This person may also be required to conduct guided backstage tours and must be knowledgeable and passionate about the history of the National Theatre and the productions on stage. They will work closely with the Visitor Services Coordinators to deliver on personal and departmental goals and objectives in the context of the Abbey’s overall mission and vision.

RESPONSIBILITIES:

Duties include but are not limited to:

Box Office

- Providing a comprehensive, customer focused ticketing and information service that is professional, informed and welcoming in a manner representative of the brand and values of the Abbey Theatre.
- Working with the Customer Relationship Management system (Tessitura) to ensure the timely and accurate processing of individual or group sales through all sales channels and payment methods.
- Maintaining and nurturing customer and company relationships to encourage new customers and repeat business.

- Keeping up to date on all marketing activities and promoting all upcoming events, offers and sales promotions by seeking out relevant information and attending performances as required.
- Assisting the Communications Team in tracking and understanding sales patterns and customer behaviour to inform and support campaigns and initiatives.
- Maintaining the accuracy, integrity and confidentiality of data and information.
- Assisting with administration including correspondence with customers.

Front of House

- Serving customers at the bars in a polite and efficient manner and ensuring all products are to the agreed quality standards.
- Ensuring the security of the theatre area and to be fully competent on the Abbey Theatre's fire and evacuation procedure.
- Anticipating and acting upon customer needs and requirements in a fast, effective and courteous way at all times.
- Managing access (N-Scan) and crowd control in a calm, proactive and engaging manner.

Reception

- Providing cover for the reception area when required and managing the internal and external phone system.
- Coordinating all incoming, outgoing deliveries and ensuring that financial controls and records are maintained.
- Facilitating room bookings and administrative duties.

General

- Meeting sales targets and identifying opportunities to maximise sales.
- Maintaining cleanliness and presentation standards for all public areas and ensuring all work stations are fully prepared and stocked.
- Where possible, resolving customer service issues (CSIs) in a timely proactive and professional manner in line with company policies and procedures.
- Handling, reconciling and balancing all financial transactions.
- Adhering to all company policies and procedures.
- Participating in the Performance Management system and attending training and development programmes.
- Working as a positive contributing member of a cohesive sales and customer service team and supporting all other departments to achieve company goals.
- If required conduct backstage guided tours and be knowledgeable and passionate about the history of the National Theatre and the productions on stage.
- Assisting with any other duties or special projects as assigned by Sales and Customer Service Management team.

SKILLS AND EXPERIENCE:

- At least one years' experience in ticketing, sales or bars and hospitality with exceptional standards of customer care.
- A consistently enthusiastic, professional and welcoming customer focused approach to sales.
- Excellent administration, written communication and interpersonal skills.
- The ability to react positively to and embrace change.

- A high level of computer literacy and technical knowledge.
- Strong attention to detail and diligent work ethic.
- An interest in theatre and the arts.
- Ability to work effectively as part of a team and individually, to make decisions, use initiative and prioritise tasks in a pressurised environment.
- Experience in managing interactions with a diverse range of customers with differing needs, including people with disabilities, from non-english speaking backgrounds, children, tourists, VIPs, regular and first time patrons.
- Tour guide or public speaking skills are desirable.

KEY RELATIONSHIPS

- Customers, suppliers, key stakeholders and Abbey Theatre staff

TERMS AND CONDITIONS

- **Post:** 36h – 40h Permanent
- **Annual Leave:** 24 days per annum (including Good Friday & Christmas Eve) pro rata
- **Public Holidays:** 9 Public holidays per annum.
- **Pension/PRSA:** The Abbey Theatre provides employees with access to a pension/prsa 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**
- **Employee Assistance Programme:** Confidential service for all employees and their family.
- **Staff Complimentary Tickets:** 1 or 2 complimentary tickets for each show at the Abbey / staff discount for friends and family

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)

recruitment@abbeytheatre.ie

The closing date for applications is 5 pm on **Wednesday, 19th January 2022.**

The Abbey Theatre is an equal opportunities employer