

Casual/Part-time Box-Office & Marketing Assistant
Smock Alley Theatre 1662

Role Description / Key Responsibilities

- Point of contact for all people traffic through the building: patrons, deliveries, visiting theatre companies, visiting event organisers, event attendees, theatre staff etc. A friendly disposition is a must!
- Dealing with customer enquiries over the phone; taking/amending bookings using Ticketsolve, directing non box-office calls to relevant departments as required. Knowing what's going on in all areas of the building at any time.
- Manning the info@smockalley.com e-mail address; replying promptly and in a friendly manner, keeping the inbox tidy etc
- Social media updates/scheduling – Facebook / Twitter / Instagram. Responding to messages, tweets etc. An ability to create good content. A keen eye for a good image and a keen brain for good words.
- Assisting in the creation and implementation of marketing strategies for in-house productions, splits, rentals and various Smock Alley events.
- Building shows & events on Ticketsolve and on the Smock Alley website to make ready for sale. Updating multiple online listing sites such as Culturefox etc.
- End of day sales reports/cash up. Sending individual show sales reports to producers/companies.
- Website updates
- Assisting in the production of regular printed listings (photoshop), e-mail newsletter mailshots (mailchimp)
- Keeping box-office audience reports up to date.
- Point of contact for patrons attending shows in the evening; handing out pre-booked tickets, taking door sales if tickets are available, maintaining waiting lists if not.
- Generally answering all the questions and being a champion multi-tasker ...

To apply send your CV and a few words to
osgar@smockalley.com

You need to be available for an immediate start!