



KILLRUDDERY

JOB DESCRIPTION:

Box Office

HOURS PER WEEK:

April & October – up to 18hrs, May-September up to 40hrs

ROLE

Ensure that the Box Office is set up and ready for service.

Ensure the highest level of attention in relation to customer service.

Ensure the administration of memberships and online tickets sales are adhered to in conjunction with guidelines set out.

To have a specific knowledge of the key historical points of Killruddery estate, the orientation of the estate, current and upcoming events and the company ethos.

ROLE RESPONSIBILITIES SHOP

- Greet visitors in a friendly & professional way.
- Have knowledge of the layout and history of Killruddery so that you can answer questions well
- Selling tickets for public events, memberships, day tickets for the garden and house tours
- Record event ticket sales accurately and appropriately through systems provided.
- Issue membership cards and dealing with the paperwork appropriately and efficiently as per Sops
- Communicate with visitors and members about the public events calendar.
- Make sure customers are aware of water features and garden guidelines that need to be followed.
- Assist shoppers with goods or products they are looking for.
- Responsible for cash and card payments and making sure till balances at the end of the day.

- Responsible for re-stocking shelves with merchandise as per agreed specifications and maintaining stock levels
- Keep store clean and tidy, including the public toilets at shop.
- Deal with any customer complaints in a helpful manner and pass upwards if necessary to gain speedy and satisfactory resolution
- Report to the Manager on Duty daily with any feedback from customers.
- Make sure the shop is locked up at the end of the day

Other responsibilities

Promote good team relations & ensure fairness and consistency among the team

To follow all opening, closing procedures and cash duties in the Box Office

In conjunction with your Line Manager to continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner which meets the aims and objectives of the company.

To participate in internal/external meetings as required, and attend training events as necessary.

To participate in regular work reviews and annual appraisal, and help in identifying your own job-related development and training needs.

To ensure that all Killruddery policies and procedures are being adhered to, particularly those relating to Health and Safety, Human Resources and Operations.

To at all times undertake your role in a professional manner maintaining a high quality standard of work, and to always work in accordance with the vision and ethos of the company.

QUALIFICATIONS/EXPERIENCE

Essential	Desirable
Completed secondary level education	Training in hospitality/retail
1/2 years in a similar customer interfacing role in hospitality/retail	

Competencies (Behaviour & Attributes):

Be friendly and engaging, be helpful and polite, comfortable working with large crowds and the public, be physically fit, be able to multi task and problem solve, be adaptable and flexible. To be calm under pressure have good I.T skills and have a proving willingness and ability to learn.