

Box Office & Marketing Assistant (Casual / Festival) – Job Description

This is an initial 4-6 week casual contract to work at Smock Alley's box-office during the busy Scene + Heard Festival. There may be an opportunity to stay on beyond this initial period.

Please send brief cover letter and CV to info@smockalley.com.

Ideal skillset would include experience using **Ticketsolve**, **Microsoft Office** suite (Outlook, One-Drive, Excel, Word, Teams) and customer service experience that includes helping people over the phone, online and in person.

You would be reporting directly to the Box Office & Marketing Manager and to the General Manager & Director. Hours of work during festival time would fall between the hours of 10am – 10pm, Monday – Saturday and 10am – 8:30pm on Sunday. Must be available to work weekends and evenings.

Rate of pay €15.52 p/h.

Duties and Responsibilities

- Process ticket bookings over telephone, e-mail and in person using Ticketsolve
- Process and assist in the management of allocations (house seats/complimentary/festival passes/AAA tickets)
- Maintain a highly professional, helpful and friendly attitude towards serving the public
- Provide administrative support to the Artistic Director, General Manager, Box Office & Marketing Manager, Tech and Front of House teams.
- Coordinate the venue's social networking profile, regularly updating online platforms (Facebook, Instagram, Wordpress, Youtube)
- Assist on management of the website, upload and update programme content and test functionality as required
- Liaise with visiting artists and companies to gather high quality marketing content
- Assist on advertising and promotional campaigns
- Maintain the marketing database, review effectiveness of promotion channels
- Responsibility for venue presentation, marketing material displays and signage
- Responsibility for listings/advertising (print and online)
- Assist with production of marketing materials

Financial

- Daily reconciliation of card sales and cash sales (start and end of shift)

General

- Operation of the info@smockalley.com email using Microsoft Outlook
- Liaising regularly and effectively with all departments (Management, Technical, Front of House, Bar, Events)
- Effective use of shared resources, in particular active working operational documents and reports
- Actively and diligently use the daily Box Office running systems to ensure a positive and productive working environment and to be aware of health and safety issues within the work environment