

<b>STAG COMMUNITY ARTS CENTRE</b>	
<b>Job description</b>	
<b>Position:</b>	<b>Box Office, Cinema &amp; Café Assistant</b>
<b>Reports to:</b>	<b>Box Office Manager &amp; Café Manager</b>
	<b>Hourly paid position</b>
<b>Last updated:</b>	<b>January 2019</b>

### **1. Purpose of the Job**

To assist in the administrative duties of the cinemas and box office and ancillary services and to provide an excellent visitor experience for customer and maximum efficiency for The Stag

### **2. Person specification**

#### **Required**

- i) Excellent presentation and customer facing skills
- ii) Confident disposition, calm under pressure with an aptitude for patience and detail.
- iii) Responsible person
- iv) Personal flexibility in working supporting the needs of the business.
- v) Energy and enthusiasm for the aims of the Stag Community Art Centre

#### **Desired**

- i) Experience of online booking and automatic ticketing systems.
- ii) Experience of handling cash and working in a retail environment.
- iii) Experience of service work, waiting, Barista skills.
- iv) Food Hygiene certification

### **3. Specific Duties**

- i) Be fully conversant with and ensure compliance with health and safety requirements for the Café, cinemas and Arts Centre in particular the safety of everyone in the Front of House areas and the alarms and evacuation procedures.
- ii) Deal with all aspects of audience and visitor interaction providing an excellent service and customer experience. Follow all current Stag procedures.

- iii) Follow procedures for visitors and contractors to the Stag.
- iv) Assist to ensure the Stag is prepared, presentable and available throughout its scheduled opening hours
- v) Assist to ensure the foyer, kiosk area, café, kitchen, storage areas, cinema and projection room areas are kept safe, clean and tidy at all times following risk assessments and current procedures.
- vi) When required, carry out the work for environmental health such as inspect and clean, cleaning quality, fridge and freezer temperature safety audits etc. according to The Stag's current procedures.
- vii) Assist to ensure kiosk, café and merchandise displays are kept fully stocked at all times following current procedures (for example but not solely stock rotation).
- viii) Assist with maintaining an up to date display of posters and marketing material inside and outside of the building.
- ix) Assist customers whether in person or over the telephone with enquiries and sale of tickets. Understand all current shows, events and other promotions at The Stag and proactively sell to customers to enable The Stag to increase overall ticket sales and The Stag customer database content.
- x) Demonstrate flexibility to work unusual and/or unsocial hours on occasion and when required in meeting the needs of the business.
- xi) In times of holiday and sickness to provide cover for other members of staff
- xii) To receive and handle the Stag's incoming and outgoing post.
- xiii) To carry out such duties as the Cinema and Events Manager, Café Manager and/or the Chief Executive may from time to time reasonably require.