**Person Specification Box Office Assistant**

**Essential**

* Strong I.T. skills and adaptable to learning new software
* A confident and friendly telephone manner
* Experience of working in a busy customer focussed environment
* A confident and positive approach to customer service and sales
* Ability and willingness to work with members of the public from a range of backgrounds with sensitivity and respect
* Excellent written and verbal communication skills
* Experience of cash handling with a good degree of numeracy
* Experience of working co-operatively within a busy team
* Organised, calm and tactful approach with the ability to work well under pressure
* Accuracy and attention to detail
* A high standard of personal appearance
* Flexibility with regard to changing situations and unsociable working hours

**Desirable**

* An interest in performing arts, especially theatre
* Previous experience in a theatre Box Office
* Experience of working with PatronBase or a computerised box office system
* Ability to use initiative and problem solve, quickly and efficiently