

B R O A D W A Y

BOX OFFICE ASSISTANT - PERSON SPECIFICATION				
	Essential Criteria		Desirable Criteria	
Experience	Experience of providing excellent customer service	A, I	Experience of working with diverse audiences or clientele in a respectful, inclusive and welcoming way, in a customer facing setting e.g. cultural space/public venue/hospitality space	A, I
	Experience of cash handling and sales transactions	A, I, T		
	Experience of working as a member of a team	A, I		
Knowledge			Knowledge of box office / CRM systems	A, I
Skills & Attributes	Excellent customer service skills	I		
	Computer literate, able to operate box office systems	A, I		
	Strong interest in film and appreciation of the value of independent cinema	A, I		
	Commitment to inclusive values and respectful/welcoming to diverse audiences	A, I		
	Flexible and able to work evenings and weekends when needed	A, I	Flexibility to work extra shifts from time to time	I

A = to be demonstrated in the application form

I = to be demonstrated at interview

T = to be demonstrated by completing a measureable test