

Summerhall Fringe Box Office Operators

Summerhall are currently looking for Box Office Operators to join our team for the Edinburgh Festival Fringe 2019. Summerhall provides a challenging and exciting environment to work in, requiring a range of skills and personal qualities and encouraging professional and personal growth.

As a Box Office Operator, you will be part of a small but efficient team that is the first point of contact for thousands of customers visiting Summerhall in August. As well as selling tickets, you will be providing information on the Festival programme, the building's amenities and more.

Role Description – Fringe Box Office Operators

Contract term

Essential training over three dates between 22nd-24th July 2019.

Position starts: 31st July 2019

Position finishes: 26th August 2019

Box Office Operators will be required to work 5-6 days a week over the contracted period. Shows in most venues run between 0900-2300 (though some run as late as 0300), and once the festival commences there will be morning and evening shifts, as well as floating shifts and rotating shifts in offsite venues.

Direct Manager

Summerhall Box Office Manager – Cat Thomson

Summerhall Box Office Manager – Matt Norris

Others TBC

Key Internal Relationships

Summerhall General Manager, Box Office Managers & Supervisors, Front of House Staff, other Box Office Staff.

Key External Relationships

Visiting customers, visiting companies.

Duties and Responsibilities will include:

- Being the first point of contact when customers enter the building
- Selling tickets for shows at Summerhall
- Providing information to customers and companies where appropriate
- Regular cash handling
- Proactively working as part of a small but efficient team

Candidate requirements – essential

- Relevant experience of working in a Box Office, Front of House role or similar
- You should be passionate about theatre, the arts and music and keen to advise and talk to our customers about our programme.
- Excellent time keeping and dedication to the role

Candidate requirements – desirable

- Experience of Red61's VIA Box Office system (or similar)
- Previous experience of cash handling

Remuneration

- Pay rate is £8.75 / hour
- All staff will receive a staff pass, which grants first-come first-served access to shows which are not sold out, and discounted food and drink on some products in Summerhall café & bars