



Box Office Customer Services (fixed term)

Closing date: 10 am Monday 16th December (you will be notified on the 16th if you are shortlisted for an interview.)
Interview dates: Thursday 19th December
Start date: Monday 27th of January
End date: Friday 11th of September

Red61 Background:

Red61 has been working with Fringe venues to deliver a city wide ticketing solution since 2005. In 2009 Red61 was contracted to manage all aspects of the Fringe Society Box Office operation and IT infrastructure. Red61 employs the Box Office staff and operates the Box Office on behalf of the Society, as if it were an internal department. It is therefore important that the standards of customer service are of the highest level, so as to reflect the image and aspirations of the Society. The Fringe Society and Red61 are committed to maintaining an open-access policy. We are equal opportunities employers and welcome applications from all sectors of the community.

Job Description:

Prior to the official Fringe launch in June, daily tasks will include assisting customers with ticketing queries, whilst providing an exceptionally high standard of service to the customers of the Edinburgh Festival Fringe Society. This role will be involved with reviewing and updating customer services policies and procedures within the Fringe Box Office. The role will also include liaising with other Fringe Society departments to implement and oversee special projects, such as school group bookings, and bespoke ticketing offers for community groups. This role will be an integral part of a small team selling tickets pre-launch, both in person and over the phone, requiring a polite and friendly demeanour for all customers. This team will also be responsible for fulfilling ticket dispatch, with the candidate needing an organised and systematic approach to this task.

The principle role of our Customer Service Coordinators from June-onwards is to ensure the efficient operation of the Customer Services department and manage and advise the team of Customer Services Assistants. The Customer Services Coordinators is responsible for providing an exceptionally high standard of service to the customers of the Festival Fringe Society. With the help of the Customer Services Assistants, the successful applicant will be responsible for dealing with all customer queries, issues and complaints. You will also work closely with the Box Office management team and the Fringe Society's Operations, Digital and Social Media Departments to ensure that the Fringe ethos of providing excellent customer service is adhered to.

The ideal candidate will have previous customer services and management experience, as well as demonstrable written and verbal communication skills. They must also have the confidence and patience to deal with hundreds of customers and manage a large team on a daily basis in a fast-paced and hectic environment. This position reports to the Box Office Manager.

Role and responsibilities:

The successful candidate will perform a wide range of duties, including but not limited to:

- Ensuring the professional, efficient and effective operation of the Customer Services Department alongside the other Customer Service Coordinator.
- Ensuring all relevant operational and financial procedures are followed by the Customer Services Team.
- Training, managing and supporting the Customer Services Assistants.
- Ensuring that all customer issues, questions and complaints are dealt with in an efficient, timely and professional manner.
- Working closely with your counterpart Coordinator to manage the department.
- Working with the Access Bookings Coordinator, to assist with access bookings and supplying venue access information to customers.
- Overseeing the delivery of a high quality, concise information to members of the public.
- Overseeing the completion and maintenance of the appropriate paperwork relating to customer queries and complaints.
- Working with the Admin and Retail Officer and Head of Operations at the Fringe Society to support non box office related customer service delivery.
- Working with the Marketing Department at the Fringe Society to support website and app issues as well as social media customer enquiries.
- Supporting the operations of the Fringe Agency Box Office events.
- Assisting with phone and in person ticket sales prior to the Fringe Launch in June.
- Assisting with ticket dispatch for online and phone bookings.

Required Skills:

- Extensive previous experience in a customer facing role.
- Experience in managing a large team of people, delegating effectively while maintaining clear oversight of activities.
- Strong team working skills, complemented by the ability to take the initiative in time pressured situations.
- Excellent verbal and written communication skills with a clear understanding of how to write in a clear and concise manner.
- A polite and professional manner when dealing with the public.
- An ability to work in a hectic environment.
- An ability to work calmly and efficiently in a high-pressure environment.
- Proficient computer skills including a good working knowledge of MS Office packages.
- Ability to swiftly gain a good understanding of previously unseen software packages.
- Good judgement and troubleshooting skills.
- Demonstrable problem-solving skills.
- Flexible and responsive to changing demands on time.

Desired Skills:

- Experience of working in a festival environment.
- Knowledge of general Box Office procedures and practices.
- Experience with a computerised ticketing system.

Rate of pay and benefits:

The rate of pay and working hours for this post will vary depending on the time of year.

Rate of Pay

- 27th January to 7th June - £10.10 per hour
- 8th June to 11th September - £11.10 per hour

Working Hours

- 27th of January to 7th June – Working hours will be 37.5 hours Monday to Friday.
- 8th June to 19th of July – Working hours will be 37.5 hours across Monday to Saturday, with a variable day off.
- 20th of July to 30th August - Working hours will be 45 hours across Monday to Sunday with variable day off. Shift times will vary as the Box Office operates between 09:00 – 21:00.
- 31st August to 11th September - Working hours will be 37.5 hours Monday to Friday.

How to apply:

Please follow the link to apply on our online portal.

If you have any further questions, please email boxofficerecruitment@edfringe.com . **Please note this is a different email address to the usual Fringe Society recruitment contact.**

Further information:

- Please note that due to the volume of applications we receive, we will only be able to contact those candidates that we wish to interview.
- Your details will be kept on file for 12 months, after which time they will be confidentially destroyed.
- If you require any assistance in completing the application form, please contact boxofficerecruitment@edfringe.com or phone the Box Office on 0131 226 0019.