



DATE	29 October 2025		
DEPARTMENT	FRONT OF HOUSE	POSITION	ASSISTANT MANAGER, BOX OFFICE

Reports To: Director of Guest Services

Additional Reporting: This role will report to the Guest Services Manager during show operations and events.

Job Summary:

The Assistant Manager, Box Office plays a key role in leading daily operations and ensuring exceptional guest service from the first point of contact. This position is responsible for supervising the box office team, driving ticket sales, and maintaining operational standards. A primary initial focus will be leading the successful implementation and training for the new [Dot.cy](#) ticketing system.

Key Responsibilities:

Team Leadership & Operations

- Supervise, schedule, and mentor the Box Office Staff.
- Manage daily operations, ensuring efficient service during peak times.
- Handle escalated guest inquiries and resolve issues effectively.
- Monitor team performance and provide coaching for service excellence.

System Implementation & Management

- Act as the project lead for the onboarding of the new [Dot.cy](#) ticketing system.
- Develop and conduct training sessions to ensure team proficiency with the new system.
- Serve as the first point of contact for system troubleshooting and support.
- Gather team feedback to optimize system use and processes.

**Guest Service & Sales**

- Ensure all guest interactions meet high service standards across all channels.
- Drive ticket sales through effective team coaching on upselling techniques.
- Maintain comprehensive knowledge of shows, promotions, and restaurant offerings.
- Oversee accurate processing of transactions and reservations.

Administrative Duties

- Oversee daily cash reconciliation and financial reporting.
- Ensure compliance with all departmental policies and procedures.
- Maintain accurate records and provide regular operational reports.

Requirements:**Essential:**

- 2-3 years of experience in box office, ticketing, or hospitality
- 2 years in a supervisory or team lead capacity
- Proven ability to learn new software systems and train others
- Excellent verbal and written communication skills in English
- Strong leadership, problem-solving, and organizational skills

Desirable:

- Previous experience with ticketing system implementation
- Proficiency in a secondary language (Arabic, Russian, Mandarin)