

## **Job Title: Receptionist/Box Office Administrator Nenagh Arts Centre**

**Reports To:** Artistic Director

**Location:** Nenagh Arts Centre

**Employment Type:** Full-time

**Eligibility:** CSP Employment criteria

- People in receipt of Jobseeker's Benefit (JB)
- People in receipt of Jobseeker's Allowance (JA)
- Qualified Adults (Adult dependants of those in receipt of social welfare payment)
- People who are separated, divorced or widowed (People in receipt of Widow/widower's non-contributory pension, surviving Civil Partner's non-contributory pension)
- Careers (People in receipt of Carers Allowance/Benefit who want to return to the workforce)
- One-Parent Family (People who parent alone without sufficient resources and are in receipt of social welfare payments)
- People with Disabilities (PWD) i.e. in receipt of Disability Allowance, Blind Pension, Partial Capacity Benefit, or other disability benefit
- Irish Travellers or people from a Roma background
- Stabilised and recovering drug users
- Ex-prisoners or people with a criminal conviction and in contact with the Probation Service
- People coming from labour activation schemes i.e., Community Employment (CE0m Tús or RSS placement)
- People who are homeless
- Ukrainians displaced by the war
- Refugees
- Asylum Seekers

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### **Job Overview**

The Receptionist/Box Office Assistant plays a crucial role in providing administrative support, managing reception duties, and ensuring smooth ticket sales operations. The role requires excellent organizational skills, attention to detail, and strong customer service abilities.

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### **Key Responsibilities**

#### **Reception & Administrative Duties:**

- Sort and distribute incoming mail, placing items in relevant pigeon-holes.
- Answer and manage emails, forwarding messages to appropriate personnel.
- Answer telephone calls, direct them accordingly, and take messages when necessary.
- Maintain a reception float, ensuring sufficient change is available, especially on event nights.
- Keep the reception area clean and tidy, including glass windows.
- Order stationery, cleaning products, and NAC workwear from suppliers.
- Assist a colleague with the weekly work rota and room hire chart.
- Cover tourist office lunch break for 30 minutes daily from Tuesday to Friday.

### **Box Office & Ticketing Duties:**

- Check overnight ticket sales & enter data into the Future Ticketing daily sales Excel sheet.
- Sell event tickets over the phone, online, and at the box office.
- Process cash, Stripe, and other online sales, recording all transactions.
- Work at the box office during events, selling and distributing tickets.
- Handle customer complaints professionally and efficiently.
- Maintain attendance records for each group and enter data into the group attendance and footfall Excel sheets.

### **Financial Transactions & Record-Keeping:**

- Write receipts for room hire and youth theatre payments, ensuring accurate record-keeping.
  - Record all receipts.
  - Secure all collected monies and related documents.
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### **Key Skills & Competencies**

- Excellent customer service and communication skills.
  - Strong organizational and multitasking abilities.
  - Proficiency in Microsoft Excel and ticketing systems.
  - Ability to handle cash transactions and maintain financial records accurately.
  - Problem-solving skills, particularly in handling customer complaints.
  - Attention to detail and ability to maintain a tidy and professional reception area.
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### **Requirements**

- High level of accuracy and attention to detail.
  - Friendly and professional demeanor with a strong sense of responsibility.
  - Ability to work evenings and weekends as required for events.
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**Interested candidates should submit their CV and cover letter to:  
director@nenagharts.com**