

## ABBAY THEATRE Amharclann na Mainistreach | Job Description

JOB TITLE:	Visitor Services Coordinator
RESPONSIBLE TO:	Visitor Services Manager
CONTRACT:	Permanent/40 hours per week

The Abbey Theatre is Ireland's national theatre and occupies a unique position in the hearts and minds of Irish people. It has two stages: the Abbey, with a capacity of 494 seats, and the Peacock, with a capacity of 131 seats. The Abbey Theatre produces a year round programme of productions, public readings, workshops and artistic development work. We produce work on our stages and on tour, which not only showcases Irish and international theatre but also engages with the artistic and civic life of contemporary Ireland.

### PURPOSE OF JOB

An opportunity exists for a Visitor Service Coordinator to support a strong sales and customer focused team, enabling the team to work to its highest potential by consistently delivering an efficient, informed and professional service to Abbey Theatre customers and stakeholders. This person will ensure that each visitor has a positive, engaging experience while also developing new customer and business relationships.

The post holder will work closely in a team of two Visitor Services Coordinators to lead and support staff to deliver on departmental goals and objectives, including sales targets, in the context of the Abbey Theatre's overall mission, vision and goals.

### RESPONSIBILITIES

Duties include but are not limited to:

#### Sales & Customer Service

- Ensuring that all visitors have a positive experience by implementing and maintaining excellent customer service standards that are reflective of the brand and values of the Abbey Theatre.
- Coordinating and supervising the team across the full range of services – front of house, ticketing, membership, reception, bar, merchandise, events and guided backstage tours, in line with department standards.
- Resolving visitor issues in a timely and professional manner and document all feedback on Tessitura (the Abbey Theatre's CRM system).
- With the management team, identifying opportunities and implementing initiatives to maximise sales and exceed targets, and to make the visitor experience more engaging and memorable

## **Operational**

- Ensuring that the day to day operations of the Sales and Customer Service team are efficient, that staff coverage is adequate to meet demand and that staff are equipped and informed.
- Supervisory user of Tessitura (CRM), Point of Sale (POS) and TMS (time and attendance) systems.
- Completing cash reconciliation, lodgements and end of day reporting, compiling with all financial controls.
- Assisting with effective stock management.
- Conducting team briefing sessions as required.
- Maintaining and reviewing Standard Operating Procedures (SOPs), policies and systems to improved efficiency and reduce costs.
- On a weekly basis acting as Duty Manager and working on assigned projects to improve the visitor experience.

## **Training**

- Supporting, coaching and motivating the Sales and Customer Service team to deliver on sales targets and departmental goals, always leading by example.
- Implementing staff training and development programmes.
- Participate in and contributing to the performance management process.

## **Health and Safety**

- Acting as Chief Fire Marshal in the event of an emergency evacuation and ensure the safety of all visitors and staff.
- Being the point of contact for any incidents/accidents involving customers and ensure that the team adheres to company policy and procedures in line with first aid training.

## **General**

- Ensure compliance with all relevant legislation. Work closely with colleagues to strengthen interdepartmental relationships and understanding.
- Any other duties as may be deemed reasonable and appropriate.

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## TERMS AND CONDITIONS

**Annual Salary:** Salary commensurate with skills and experience

**Holidays:** 24 days per annum (including Good Friday & Christmas Eve).

**Public Holidays:** 9 Public holidays per annum.

**Pension:** The Abbey Theatre provides employees with access to a pension scheme and will match contributions up to 5.5% of salary. Employees must contribute a minimum of 3% to avail of employer contributions. Contributions are made through payroll.



**Life Assurance:** The Abbey Theatre Group Life Assurance plan provides a benefit to all employees of 4 times annual salary in the event of death while in service.

**Bike to work/ Bus Eireann/Luas/ Dart Tax Saver**

## APPLICATION PROCESS

To apply, please send the below information to [recruitment@abbeytheatre.ie](mailto:recruitment@abbeytheatre.ie)

- Up to date CV
- Cover letter  
(*Outlining why you want this particular post and highlighting the skills and experience that you could contribute*)

The closing date for applications is 5 pm on **26<sup>th</sup> August 2019**

***The Abbey Theatre is an equal opportunities employer***