

Box Office and Front of House Assistant

Overview

The Irish Film Institute (IFI) is Ireland's national cultural institution for film. It provides audiences throughout Ireland with access to the finest independent, Irish and International Cinema; it preserves and promotes Ireland's moving image heritage through the IFI Irish Film Archive; and it provides opportunities for audiences of all ages and backgrounds to learn about and critically engage with film. The IFI comprises three core activities: to Exhibit, Preserve, and Educate, and operates in Dublin, nationally and internationally.

Reporting to: IFI Box Office and Front of House Manager

Key Relationships: IFI Box Office, IFI Head of Operations, IFI Marketing Team, IFI Projection, IFI Development Team

The IFI Box Office and Front of House Assistant key tasks and responsibilities are to ensure that cinema audiences, members and visitors, have the best possible experience when they visit the IFI; that all customers and clients are treated with courtesy and respect and helped with directions and any queries they may have; all sales policies are adhered to, tech requirements for panel discussions & Q&A screenings are consistently met, agreed security procedures are observed at all times; and that health and safety procedures and regulations are strictly adhered to.

Experience and Knowledge Required

- Experience of working in a sales environment. Following ticket sales procedures and encouraging Membership sales.
- Proven experience and success working in customer-focused environments and a passion for exemplary customer service.
- Ability to carry out Front of House procedures and present new ideas for presentation and customer experience.
- Ability to proactively engage as a member of a team, maintaining high levels of courtesy and ensuring tasks are carried out in a timely and efficient manner.

Person Specification

- Ability to work under pressure and to coinciding deadlines.
- Enthusiasm, flexibility, excellent interpersonal and communication skills, ability to work independently, but most importantly as a team.
- Passion for film or interest in promoting arts and culture is highly desirable.

Key Skills Required

- Advanced Microsoft Office (Outlook, Word, Excel) – *Essential*
- Box Office Systems – *Preferable*

This is 2-year fixed term contract. The rate of pay is €11.80 per hour.

Application Process

Please email a cover letter outlining your suitability and interest in this role, supported by your CV to Oliver Nolan at onolan@irishfilm.ie with the subject line: Application for Box Office & Front of House Assistant at IFI.

Closing date for applications is Friday 3rd February at 5pm.

The IFI is an Equal Opportunities Employer and welcomes applications from all sections of the community

