

NMW/NLW

CCT018

Operations/Front of House

32.5 hours (part time)

**About the role:**

CVLife are looking for a Box Office Assistant to join The Visitor Services Team at The Coventry Transport Museum. You will be an ambassador of CVLife and provide a reception function for the museum. You will be the first point of contact for visitors to the museum, either face to face, via email or over the phone. You will deliver an exceptional level of customer service in all customer interactions. The Box Office Assistant will offer a warm and friendly service to all our visitors, selling tickets, supporting events and promoting donations.

**Ideal Candidate:**

* Has a good understanding of the importance of customer service and experience of working in a customer service role.
* Experience of cash handling, reconciliation, and security procedures.
* Has the Initiative to help solve problems when dealing with enquiries and situations that may arise.
* Has strong communication skills, with a confident and friendly manner and able to adapt the communication style when needed.
* Is comfortable promoting retail promotions and maximising opportunities for sales and donations to the museum and other CVLife venues.

Part time working pattern is Mon-Thurs 9:45-16:45 and Sun 9:45-16:45.

Join Our Team and apply today!

Box Office Assistant

* Great development opportunities
* FREE entry to venues
* FREE health and fitness membership\*
* FREE health and fitness membership for a family member or friend\*
* FREE uniform for applicable roles
* FREE training for applicable roles
* DISCOUNTS on Centre activities\*

*(\*not applicable to casual workers)*

**CULTURE COVENTRY TRUST**

16th June 2023

For the latest job vacancies and application details visit [www.cvlife.co.uk](http://www.cvlife.co.uk)

If you have any enquiries, please contact our Human Resources Team by emailing vacancies@culturecoventry.com