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Description automatically generated

**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.

**Working days:**

There are 2 roles available. Part time working pattern is Thursday & Friday 9.45am-4.45pm or Saturday & Sunday 9.45am-4.45pm.

There is flexibility with the shift patterns which can be discussed at interview stage.

Join Our Team and apply today!

**Box Office Assistant**

* Great development opportunities
* FREE health and fitness membership\* \*\*
* FREE health and fitness membership for a family member or friend\* \*\*
* FREE onsite parking at most sites
* FREE training for applicable roles
* DISCOUNTS on various Centre activities\*
* FREE entry to venues\*
* [Access to our Employee Benefits platform](https://cvlife.co.uk/wp-content/uploads/2024/06/external-HR-Employee-Benefits.pdf)

( ( \*\*The two benefits combined can be worth £1000!)

(\*not applicable to casual workers)

CCT072

19th June 2025

Operations

NLW/NMW

13 hours per week x 2

Coventry Transport Museum

Culture Coventry