**THE MILL ARTS CENTRE**

**Customer Services Assistant**

**JOB DESCRIPTION**

**Post:** Customer Services Assistant

**Reporting to:** Assistant Operations Manager / Duty Manager

**The Role**

This post is responsible for the delivery of efficient and effective Customer Service across both our Box Office and Café Bar, ensuring that The Mill Arts Centre Trust is a welcoming and vibrant space for audiences, customers and artists.

**AREAS OF RESPONSIBILITY**

**Customer Service**

* Ensure that all public areas provide a warm and welcoming environment by greeting all visitors pleasantly and dealing with their enquiries professionally.
* To assist customers with general enquiries about facilities, activities and events, to be familiar with information pertaining to current and future performances and activities and to be proactive in encouraging participation in the programme and facilities offered at The Mill.
* To ensure that visitors with special needs or access requirements are catered for appropriately.
* To effectively deal with all customer comments or complaints, escalating them to the Operations Team Management as appropriate.

**Bar**

* To serve behind the bar efficiently and with a helpful and approachable manner.
* To be familiar with the range of drinks, prices and other products that we offer.
* To prepare and serve food within all food hygiene standards.
* To work with the rest of the customer services team to create a friendly and vibrant atmosphere for our customers.
* To ensure the highest levels of cleanliness behind the bar and in the foyer and gallery space.
* To ensure compliance with all Health and Safety procedures and that licensing law is strictly adhered to.

**Box Office**

* To staff the Box Office and book places for all Mill events and classes ensuring that the processes for ticketing are completed accurately and efficiently.
* To ensure that Box Office data and systems are properly and efficiently updated and maintained and that analyses are carried out as directed. To operate all systems with due regard to data protection systems.
* To assist the Customer Service Supervisor with regular data cleansing.
* Assist the Customer Service Supervisor (Box Office) to update Spectrix with events as required.
* To assist with sales, merchandise and promotion activities, including maintaining displays and publicity materials.
* To participate in publicity events and other PR activities as required

**Reception**

* Manage the switchboard phone system, answering incoming calls and route calls to the relevant extensions.
* Take and distribute messages and forward emails as appropriate and maintain an efficient internal communications system.
* Sort and distribute outgoing mail as required. Receive and sign for parcels, special delivery items and packages that arrive during the day. Ensure that deliveries are distributed by informing the relevant persons of their arrival.
* Assist with administrative tasks as required.

**Building**

* Maintain good housekeeping in all public areas.
* To be familiar with the security and fire alarm systems and ensure that a member of the Operational Management Team is informed of any issues.
* To assist the Duty Manager in the event of an evacuation acting as a Fire Marshall.

**Finance**

* To ensure that cash handling and financial procedures are followed at all times.
* Ensure precise reconciliation of income and float at the end of each shift.

**Other**

* Deputise and perform other duties as requested by the Operational Management Team.
* Own transport and holding a UK driving licence is desired but not essential.