

Position : Box Office Operations

1. Job Title: Box Office Executive

Reports to: DiD Operations Head

Location: Inorbit Mall, Hyderabad

1.1. Summary of Job

The job involves efficient handling of all Box Office operations for all DiD events at the Inorbit Mall. Provide excellent customer care selling tickets, registering groups, providing information and gathering data to maintain and increase audiences.

1.2. Key Responsibilities and Specifications

- Handling cash, account management and preparing daily sales reports.
- Sell tickets at the Box Office, Register groups via online, phone or direct walk-ins.
- Provide information to customers via phone or face-to- face.
- Maintaining the box office database, ensuring that all information is accurately recorded and kept up to date in accordance with the Organizations procedures.
- Capturing relevant data to sustain, develop and increase audiences for the exhibitions to support the marketing and sales strategy.
- Preparing daily cash returns and cash, debit/credit card receipts for banking/accounting.
- Maintain up to date information on all aspects of DiD events to be able to respond knowledgeably and effectively to customer enquiries.
- Promote DiD events and project a positive image of the organization.

- Assist marketing staff with preparing and promoting special offers, promotions and competitions.

1.3. Skills and Specifications

- Enthusiasm and passion for Arts and Education.
- Excellent organizational and communicational skills.
- Friendly, lively and approachable personality.
- Ability to use a computer and computer software applications efficiently.
- Ability to communicate effectively with wide range of people.
- Ability to work well and stay calm under pressure.
- Customer service attitude.

1.4. Education and Qualifications

- Graduate from any discipline.
- 1-2 years experience in relevant fields like Box Office operations in multiplexes.
- Excellent communication skills.
- Working knowledge of MS Office / Handling computers.