



JOB DESCRIPTION

Job Title: CUSTOMER RELATIONS REPRESENTATIVE

Context

Watermans is a multi-disciplinary arts centre, housing a 239 seat theatre, a 125 seat cinema, a gallery space, one other exhibition area, 2 studios, a restaurant and bar, and a foyer area with a standing capacity of 500, all of which provides an adaptable range of facilities for an extensive programme of cultural activities and entertainment. As well as Watermans we also manage and staff an outdoor performance space in Hounslow – Bell Square.

Watermans is located at the eastern end of the London Borough of Hounslow, and it plays an important role in both local and regional arts provision. The borough has an ethnically, socially and economically diverse population, and Watermans' policies reflect the Centre's commitment to meeting the artistic needs of the local and wider communities it aims to serve.

Working Principles of Watermans

Watermans is operating in a rapidly changing environment that is both exhilarating and demanding. All staff must be committed to a common set of principles and to sharing key ground rules:

1. Providing a high quality, exciting and coherent programme is at the heart of Watermans' artistic policy.
2. The needs and aspirations of audiences and users are key to informing and inspiring all aspects of Watermans' work.

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3. We operate as an Equal Opportunities employer, and equality both in the workplace and in service delivery is given the highest possible priority.
4. We operate as a team. Each member of staff needs to be able to give and to take feedback.
5. Planning, monitoring and evaluation are collaborative activities: we all have a role to play in them.
6. We are committed to working collaboratively with external partners, including other cultural providers, local authorities and the regional and national arts funding system.
7. We are willing and open to incorporating relevant change into our working practices. Sometimes this means initiating change ourselves and sometimes it means responding to changes in our work environment.

Purpose of Post

The role of Customer Relations Representative is multi-faceted and includes work as an usher at Watermans, stewarding our external venues and box office duties. Full training will be given.

Responsibilities

Customer Relations Representatives are expected to work flexibly including evenings, weekends and Bank Holidays at both our indoor and outdoor venues, as may be required by the rota. Customer Relations Representatives may also work within the Box Office both face to face with our customers and over the phone.

Ushering, and Stewarding external events

1. To act as a focal point of information for customers and users of the centre and visitors to our external events, communicating proactively and openly.

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2. To act as ushers/stewards for the programme of events at both Watermans and external venues.
3. To carry out duties in accordance with Watermans' customer care policy.
4. To ensure the image of the building/event site is maintained to a high standard, including but not limited to checking toilets, litter picks, spot cleaning the interior and exterior of the building.
5. To work as a team with other members of the Watermans' staff, committing to the achievement of the Centre's corporate goals, and both recognising and supporting the contribution of each member to that common purpose.
6. To sell merchandise pre/interval and post events, cash handling.
7. To undertake any training appropriate to the post.
8. To commit to the Watermans Diversity Policy and practice which includes maintaining the accessibility of the venue at all times.
9. To undertake any other duties commensurate with these responsibilities as management may require from time to time.
10. To attend staff training, meetings and other briefings as required.

Box Office – Duties as outlined above with the addition of the following:

11. To respond to customer queries/enquiries in person, by mail, email and telephone.
12. To administer sales transactions – selling tickets, merchandising, etc.
13. Maintain a tidy and professional box office environment.
14. To provide support to Watermans marketing staff including updating social media platforms, leafleting and upselling.
15. To contribute to the management of the Ticketsolve ticketing system. This includes maintaining the database and general housekeeping – i.e. generating reports, box office returns, updating events.
16. To ensure the security and appropriate processing of personal data of customers and colleagues

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Responsible to: The Customer Relations Manager

Responsible for: N/A

PERSON SPECIFICATION

Essential Experience and Attributes

- Experience and a genuine interest in effectively communicating and interacting with a wide range of people.
- Interest in the Arts/working in an Arts environment.
- Ability to work flexibly including work in the evenings and at weekends as required.
- Ability to work positively as part of a team.
- Excellent communication skills.
- Good self-presentation skills.
- Demonstrable confidence with basic mental arithmetic.
- Positive can-do attitude.
- Able to work under pressure.

Desirable Experience and Attributes

- Experience of handling sales transactions.
- Experience of a customer facing role.
- Experience of working in an Arts and/or Box Office environment.
- Good computer skills – Microsoft Word & Excel.
- Experience of working with a customer database.

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