



ROLE DESCRIPTION & APPLICATION INFORMATION

Job Spec effective date:	September 2021
Role title:	Guest Relations Assistant
Reporting to:	Department Manager
Location:	Dublin 1, Ireland
Contract:	Part-time

BACKGROUND TO THE GATE THEATRE

The Gate Theatre was founded in 1928 by Hilton Edwards and Micheál Mac Liammóir. Their productions were innovative and experimental and they offered Dublin audiences an introduction to the world of European and American theatre as well as classics from the modern and Irish repertoire.

As an artist-led organisation, the Gate's work is at the heart of everything we do. It produces a broad programme of new, contemporary and classic work, all of which speaks to today's world.

As the world continues to experience seismic economic, societal, political and cultural shifts, the 21st century has brought incredible change to our lives through technology and globalisation. However, theatre remains the backbone of society's culture, and none more so than Dublin, where Ireland's literary and creative output is world-renowned. Housed in the awakening Cultural Quarter, the Gate must now navigate decisively to open a new chapter, and deliver on the global stage.

Principles of the Gate's Vision:

- An Irish home for international artists and an international home for Irish artists a network of international partnerships and collaborations - a creative leader on the world stage.
 - A global world-class theatrical powerhouse producing annually, an annual programme of original work, attracting a diverse and broad audience.
 - A space for the world's greatest artists to meet, collaborate and exchange ideas through local; national and international encounters both on and off-stage.
 - To launch the next generation of artists on the world stage and to nurture these artists through mentoring and development, producing their work both at the Gate and internationally.
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The Gate Theatre is looking to recruit part-time Guest Relations Assistants to join our busy team. A panel of successful candidates will be formed from which permanent or temporary vacancies arising during the lifetime of the panel may be filled.

Successful candidates will work with our team to provide best-in-class customer service and maintain a friendly and welcoming environment for all Gate guests. For further details, please see below.

PURPOSE OF THE ROLE

- To welcome audiences to the Gate and provide assistance with any queries or issues that may arise
- To provide best-in-class customer service across each of our customer facing areas (theatre, bar and box office) and maintain a friendly and welcoming environment for all Gate visitors
- To provide knowledgeable support as part of the Box Office function, assisting customers with their ticket queries as they arise

GENERAL DUTIES

- Provide up-to-date, accurate information to the public about the Gate and its events
- Processing and managing bookings for events and merchandise
- Provide support to the relevant Department Manager
- Distribute tickets and merchandise in the lead up to an event
- Assist in the maintenance of our booking system and database
- Run reports as required to support our audience development strategies
- Assist in the training of new staff members as and when required
- Deal with any customer complaints in professional manner
- Ensure the safety of guests as they arrive and assist them in the auditorium
- Audience and movement flow management throughout the building during shows
- Service preparation and opening across the three customer facing areas

- Café and bar service, direct and table service, as required delivering exceptional customer service during busy periods
- Service closure across the three customer facing areas
- Help maintain the cleanliness of the Front of House area and the auditorium
- Sell programmes and other merchandise

This job description is a guide to the nature of the work required of the Guest Relations Assistant; it is not an exhaustive list of duties and your line manager may, at any time, allocate other tasks which are of a similar nature or level.

Please note that this position will primarily involve approximately two to four shifts per week (to include evenings and Saturdays). Flexibility is required.

KEY SKILLS REQUIRED

- Experience working in a similar role and/or with booking/reservation systems is desirable but not essential
- Strong Microsoft Office proficiency, particularly Excel
- Strong inter-personal and communication skills
- Demonstrable customer service skills and experience
- Experience working in a hospitality role with bar and or café service experience

PERSON SPECIFICATION

- Highly reliable and punctual
- Must have an excellent work ethic, with a friendly and approachable demeanour
- Ability to work well and calmly in pressurised, time-sensitive situations
- Conscientious, dedicated and reliable
- Ability to be proactive and self-motivated, and work well as part of a team
- Strong interest and working knowledge of Irish and international theatre