



JOB DESCRIPTION

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| JOB TITLE: | Box Office Staff |
| DEPARTMENT: | Hotel |
| LOCATION: | Shipboard |
| REPORTS TO: | Box Office Manager |

Summary/Objective:

We're on a mission to create the world's most irresistible travel brand and are searching for a talented, cutting-edge, innovative, resourceful, sea-based entertainment rock star to help make that a reality. Entertainment onboard our lady ships is one of the key elements to executing a brilliant sailor experience, so are you up to the task?

The Box Office Staff are vital to ensuring a successful booking experience and event arrival for our sailors. This temporary position will be a 4-6 month contract onboard our beautiful ship, the Scarlet Lady. Reporting to the Box Office Manager, they will be the face of our bookable experiences onboard and support our Hotel Operations team as needed. They will ensure a smooth and consistent booking experience for sailors while at sea and a smooth operation for our show seating. They will also be assisting with other needs throughout the entertainment and hotel departments. With all of the exciting, innovative and epicly awesome shows and happenings onboard Scarlet Lady, our Box Office Staff will have lots to talk about with our excited sailors.

Essential Responsibilities:

- Ticketing, sales, and reservations for all bookable entertainment experiences
- Maintain a full understanding of the entertainment options available: times, locations and durations of shows, show content and ticket prices
- Actively manage the check-in process, line, and seating for bookable experiences in entertainment spaces
- Work directly with sailors to resolve booking conflicts and feedback
- Reports any guest comments or concerns to the Box Office Manager
- Assist with additional hotel operations needs including embarkation/disembarkation, Shore Things, and others as needed
- Other duties as assigned
- General safety duties, as directed by the Safety Officer onboard
- Embody the Virgin Voyages brand with passion and joy

Qualifications:

- Must hold a valid STCW certificate and C1/D Visa (if needed)
- Experience in conflict management and resolution a must
- Must have an outgoing personality with excellent communication, language and social skills with a genuine interest in entertaining people
- Strong knowledge of key business tools (MS Office, Google Apps, etc.)



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- Ability to work as a member of a team
- Able to work in loud, disruptive spaces
- Ability to work outside in the sun
- Conversational English ability is required
- Work experience outside of the United States, in cross-cultural settings, preferred

Supervisory Responsibilities:

☐ Yes ☒ No

Lifting/Carrying: (check requirement for this position)

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|-------------------------------------|---|--------------------------------------|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> 0 – 25 lbs | <input checked="" type="checkbox"/> 26 – 50 lbs | <input type="checkbox"/> 51 – 75 lbs | <input type="checkbox"/> 76 – 100 lbs | <input type="checkbox"/> Over 100 lbs |
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The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time." The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons.

I have received a copy of the attached job description. I have read this job description (or had it read to me), and I understand all my job duties and responsibilities. I further understand that my duties may change on a temporary or regular basis according to the needs of the Company without it being specifically included in the job description. I will be notified of these changes in writing and have the opportunity to ask any questions with my immediate supervisor or Human Resources.

Employee Name (Print): _____

Employee Signature: _____ Date: _____

Virgin Voyages is an Equal Opportunity Employer