



DEWAN FILHARMONIK PETRONAS
KUALA LUMPUR, MALAYSIA

Supervisor (Box Office)

Department: Business & Strategic Relations Management

Location: Level 2, Tower 2, PETRONAS Twin Towers, Kuala Lumpur City Center

Requirements:

- Minimum Sijil Pelajaran Malaysia, Certificates in Hotel Management/ Customer Service Courses
- Minimum 5 years' experience in Sales and Customer Service environment
- Experience as Team Leader or trainer desired but not essential
- Experience in handling reservations processing or customer relationship database systems would be an advantage
- Good communication skills in Bahasa Malaysia and English
- Basic knowledge of office software for simple analysis and report generation work
- Good leadership skills and ability to promote teamwork
- High initiative and ability to handle crises with little supervision

Job Purpose:

To supervise and ensure smooth operation of Box Office.

Key Accountabilities:

1. Box Office Operation
 - Supervise the operation of Box Office (e.g., float distribution, ticketing system, credit card machines, cash and receivables handling, submit previous day's cash collection to Finance) to ensure all requirements are in place and running well.
 - Monitor and ensure uptime and effectiveness of ticketing system.
2. First Point of Reference
 - Act as the first point of reference for ticketing related matters (e.g., conduct training and coaching to the clerks, simple system maintenance) for the counter staff to ensure smoothness of daily operation.
3. Reporting
 - Prepare operations reports to ensure that all transactions are accounted for, system records are accurately updated and verification by the superior. This includes but not limited to End of Day report, Daily Sales Reports and Cash Summary, credit card reconciliation.
 - Investigate and resolve any discrepancies on cash at hand vs reporting.
4. Duty Roster
 - Prepare manpower requirement and monthly duty schedule to ensure adequate manpower is available for the box office operation.
5. Merchandise Sales
 - Manage the merchandise stock levels and timely replenishment, monitor and report the sales of merchandise to ensure all transactions are recorded accordingly.

6. Other Duties as Assigned by the Company

- Plan and execute all other duties as assigned by the company.

Interested candidates are invited to submit a complete CV stating personal particulars, employment history, qualifications and current salary together with a passport sized photograph.

Please direct your applications via email to the following:

**Executive (Human Resource & Administration),
Finance & Corporate Services Department**

DEWAN FILHARMONIK PETRONAS

Level 2, Tower 2

PETRONAS Twin Towers

Kuala Lumpur City Centre

50088 Kuala Lumpur.

Malaysia.

Email: career@dfp.com.my

- Only shortlisted candidates will be notified.
- All applications will be treated in the strictest confidence.
- Closing Date: **25 November 2022**