

POSITION DESCRIPTION

Position Title:	Box Office Attendant
Reporting to:	Box Office Manager
Employment Status:	Casual

PRIMARY PURPOSE OF THE ROLE

To provide ticketing and information services and support the Box Office Manager and Ticketing Services Manager in ensuring smooth operation of the City Recital Hall box office, enabling a positive and seamless customer experience for ticket purchases and clients presenting concerts and events at City Recital Hall and other venues that utilise City Recital Hall ticketing services.

KEY ACCOUNTABILITIES

Customer Service

- Administer ticket sales to the general public.
- Ensure an exceptional level of proactive customer service is provided to all patrons.
- Warmly welcome and actively engage with patrons attending the venue.
- Go above and beyond to deliver any information requested by patrons in regards to events.
- Demonstrate and clearly communicate thorough knowledge regarding performances, events and facilities at the venue.
- Deal with any enquiries from hirers, ticket buyers and the general public.
- Actively complete requests and deliver information in a helpful manner.
- Ensure the box office has adequate supply of current flyers and brochures available.
- Uphold a professional attitude whenever representing City Recital Hall, including maintaining the highest standard of personal grooming and presentation.
- Maintain current venue food and beverage product knowledge and special offers.

Administrative Proficiency

- Manage ticket allocations as directed by management.
- Balance cash takings and floats as directed by the Box Office Manager.
- Ensure consistency within financial reconciliations and responsible cash handling.
- Manage and process City Recital Hall memberships and gift vouchers.
- Attend to reception/administrative enquiries as required.
- Assist with clerical work and database maintenance.
- Ensure attention to detail when assessing important seating holds.
- Uphold uniformity across ticketing procedures for purchases and returns or refunds.
- Undertake tasks in accordance with the Box Office Manual procedures.

Resources and Facilities

- Maintain the box office work space to a high presentation standard.
- Undertake box office opening and closing procedures in line with building requirements.
- Ensure mailing of tickets is completed in a timely manner.
- Undertake any duties required to ensure the smooth running of the box office.

Team Membership

- Demonstrate ongoing commitment to City Recital Hall policies and procedures.
- Actively promote and represent City Recital Hall principles of service excellence.
- Maintain excellent punctuality to ensure precise running of box office hours and events.
- Work closely within the box office team to maintain streamlined systems and procedures.
- Actively contribute to customer service excellence as a representative of City Recital Hall.
- Perform all requested tasks to completion with keen detail.
- Ensure reliability and punctuality for all confirmed shifts.
- Maintain a consistently co-operative and open demeanor.

Work Health and Safety

- Ensure that all Work, Health and Safety regulations are adhered to and that best industry practice is applied.
- Maintain knowledge of venue evacuation procedures and assist if and where necessary.
- Undertake regular venue safety and security inspections as directed.
- Report any Workplace Health and Safety concerns to the Box Office Manager in a timely manner, or for events, within the box office report unless urgent attention is needed.

KEY CHALLENGES

- Maintain a high level of customer service at all times, in particular when addressing issues which may be potentially difficult to resolve.
- Maintain a thorough knowledge of all events ticketed through City Recital Hall.
- Stay on top of on-sale dates for upcoming events held at City Recital Hall and at external venues tickets via the City Recital Hall box office.
- Remain proactive and alert to possible safety issues, and act promptly to resolve/report issues as appropriate.

KEY RELATIONSHIPS

Who	Why
Internal	
Box Office Manager	Provides day to day management of the box office and direction of box office attendants
Ticketing Services Manager	Oversees ticketing services of City Recital Hall and is primary ticketing contact with hirers
External	
Patrons	Provide exemplary customer service to all patrons of City Recital Hall including: <ul style="list-style-type: none">• Ticket sales• Advice• Information
Hirers	Liaise with hirers in regards to ticketing needs as directed by the Box Office Manager or Ticketing Services Manager
General Public	Respond to general venue enquiries via phone, e-mail and in person

DELEGATED AUTHORITY

Works within defined processes and procedures, and varies these with the permission of the supervising manager.

RECRUITMENT: POSITION PROFILE

The Organisation

City Recital Hall Limited, a not-for-profit company, produces, promotes, presents and facilitates a vibrant, enterprising, diverse and inclusive program of over 280 concerts and events each year at City Recital Hall.

The company produces and presents a curated program of performances annually and supports a regular client base of Key Presenters: Australian Brandenburg Orchestra, Australian Chamber Orchestra, Musica Viva, Pinchgut Opera, and Sydney Symphony Orchestra.

The Hall is also available for hire for concerts and events presented by not-for-profit arts and community organisations, commercial concert promoters, educational institutions and corporate companies.

The Role

Box Office Attendants provide ticketing and information services to a range of clients and the general public for concerts and events held at City Recital Hall by phone, over the counter and via the internet.

Box Office Attendants hold a key front line position and are regularly the first point of contact for our patrons. This requires our box office attendants to have strong communication skills, excellent attention to detail, a cooperative and friendly manner and the ability to perform under pressure. Customer service experience and experience in ticketing systems is essential. Experience in Tessitura is highly desirable.

The role will involve irregular hours, including evenings and weekends and requires a commitment to availability.

The role is employed under the City Recital Hall Limited & Media Entertainment and Arts Alliance Agreement 2018-2021, at Level 3, currently \$29.81 per hour, with a minimum shift of 3 hours duration.

The role has accountabilities across the following areas:

1. Consistent, on time and safe delivery of box office and customer service to an excellent standard for every event.
2. Client satisfaction is regularly exceeded.
3. Sound working relationships with City Recital Hall staff, stakeholders, hirers and patrons.
4. Knowledge of venue policies and procedures including WHS and emergency evacuation.

SELECTION CRITERIA

Essential

1. Previous box office experience, preferably in an arts company or venue.
2. Knowledge of computerised ticketing systems and programs.

3. Demonstrated excellent customer service experience.
4. Excellent interpersonal and communication skills.
5. Regular availability during evenings and weekends.
6. Excellent computer literacy and numeracy skills.
7. Competent cash handling and reconciliation skills.
8. An ability to work efficiently and calmly under pressure in a multi-task environment to ensure deadlines are met.

Desirable

1. Knowledge of Tessitura software.
2. Knowledge of classical music repertoire.

HOW TO APPLY

All applications should address the selection criteria, and include a current CV and details of at least two referees, emailed to recruitment@cityrecitalhall.com