

**POSITION DESCRIPTION
Box Office Coordinator**

OUR PURPOSE

City Recital Hall Limited was established as a not-for-profit company in 2015. Our world-class performance space is located in Angel Place in the heart of Sydney's laneway precinct.

We create exceptional live music experiences for our audiences and artists that reflect the acoustic quality and intimacy of City Recital Hall.

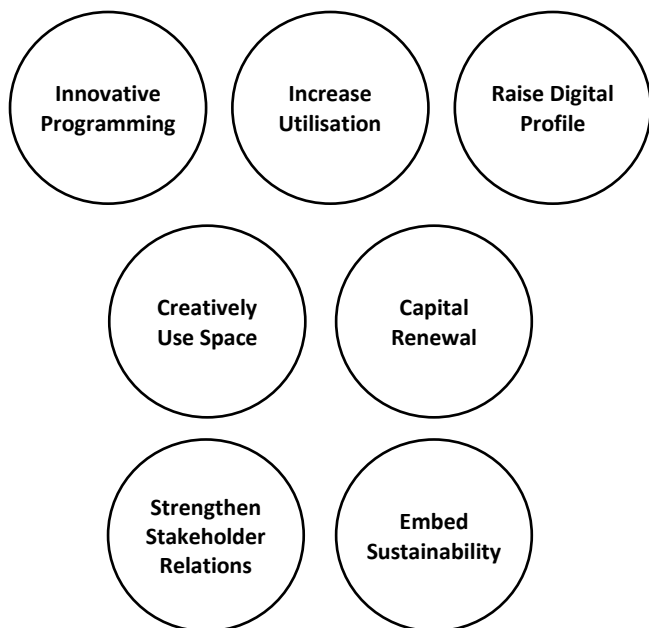
We welcome everyone with respect, joy and care.

We strive to achieve our cultural, social and economic potential as a landmark Sydney cultural destination.

Our Values

- **Connection** - we cherish the relationship between audiences and artists
- **Imagination** - we ignite bold creativity and innovation
- **Excellence** - we build trust through quality
- **Sustainability** - we aim to be cultural leaders for the future

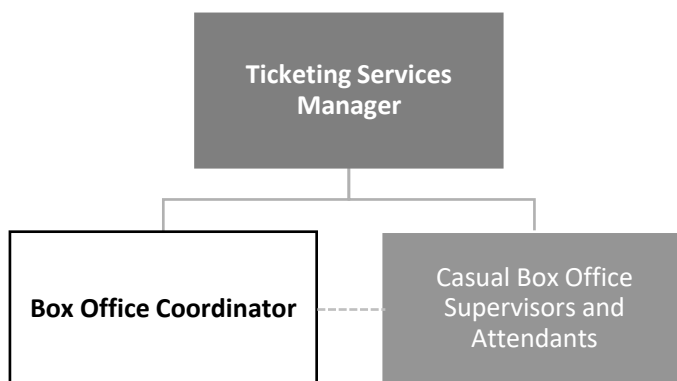
OUR STRATEGIC FOCUS AREAS



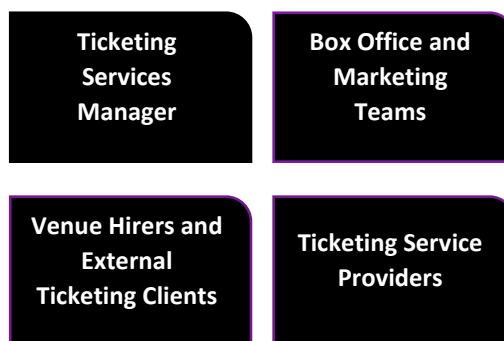
MY PURPOSE

The Box Office Coordinator supervises the day-to-day running of the box office is expected to maintain a high level of service for venue clients and patrons. This is a key front-line position which requires a person with initiative, exceptional customer service and excellent presentation. The Box Office Coordinator presents a calm and co-operative manner with an underlying focus on sales and brand awareness.

REPORTING LINE



KEY RELATIONSHIPS



POSITION DESCRIPTION
Box Office Coordinator

MY RESPONSIBILITIES

Responsibilities

Duties

- **Box Office Supervision:** Train and supervise box office staff; management of an excellent front-line service for all box office customers; ensure accurate cash-handling and assist finance in the preparations of banking and float management
- **Customer Service:** Provide exception customer service to audiences, hirers and external ticketing clients; attend to front-line ticket sales and enquiries; authorise refund and exchange requests; triage and resolve customer services issues; support ticketing incentives and promotional activity
- **Administration:** Support the Ticketing Services Manager with ticket inventory management, database maintenance, hold management, event builds, reporting and other ticketing support processes; ensure equipment serviceability; contribute to the development of streamlined box office services to increase box office revenue

Performance Indicators

- Maintain consistently high customer service standards
- Efficient and accurate ticketing system administration
- Ensure consistent staff coverage and training for operational needs

MY ATTRIBUTES, SKILLSET AND BEHAVIOUR

Criteria

Essential

- Extensive knowledge of the management of computerised ticketing systems
- Computer literacy and a keen eye for detail
- Responsive customer service approach

Desirable

- Knowledge of classical and contemporary music

Experience

- At least three years' experience managing a box office operation
- Experience in using Tessitura, TNEW and NSCAN or equivalent systems
- Proven record of successful customer service

Attributes and Behaviours

Connection

- Inspire audience- and hirer-focused service

Imagination

- Streamline processes and service delivery

Excellence

- Deliver consistently exceptional customer service

Sustainability

Encourage considered use of ticketing collateral

POSITION DESCRIPTION

Box Office Coordinator

ACKNOWLEDGEMENT

I accept the position description as stated above and that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

Print Name:

Signature:

Date: