

## Theatre North at the Princess Theatre & Earl Arts Centre

### POSITION DESCRIPTION

<b>Title:</b>	<b>Casual Box Office Operator</b>
<b>Department:</b>	Box office
<b>Location:</b>	Princess Theatre, Earl Arts Centre
<b>Issued:</b>	December 2022
<b>Classification:</b>	Level 3, Live Performance Australia Award
<b>Salary:</b>	\$30.36 LPA hourly rate (includes 25% casual loading)
<b>Employment type:</b>	\$26.73 LPA induction/training rate (includes 25% casual loading) Casual

#### 1. PURPOSE OF THE POSITION

Theatre North Inc. is a significant anchor organisation servicing the performing arts in Tasmania. As manager of Launceston's Princess Theatre and Earl Arts Centre, Theatre North is at the heart of Northern Tasmania's performance community. As well as managing the venues for the City of Launceston Theatre North also programs an annual season of performing arts events.

The Box Office sells tickets to the broad range of shows and events at our venues along with tickets to selected external events. It is a busy, active and dynamic environment.

We are seeking a Casual Box Office Operator who is energised and focussed, and who will thrive in a busy, dynamic, customer-interfacing environment. The person will be a quick learner who can carefully follow procedures to provide efficient service to our new and returning customers. The person will also be required to competently resolve a large volume of diverse customer enquiries.

This is a varied role which requires the ability to work flexible rosters. The incumbent is expected to acquire a working knowledge of Theatre North's infrastructure, activities, projects and procedures with the expectation of providing efficient and effective Box Office support and service.

The person must be aware of all aspects of theatre use and protocol for patrons and Theatre North's safety procedures and limitations to clients, hirers and patrons.

#### 2. REPORTING RELATIONSHIPS

The position reports to the Box Office Manager.

#### 3. KEY ACCOUNTABILITIES

- To support the Box Office Manager in the smooth, effective operation and administration of the Princess Theatre's box office.
- To provide a high level of customer service to all Theatre North patrons and colleagues.

- To maintain open communication with hirers, staff, and contractors in regard to Box Office matters.
- To support good relations with all stakeholders.
- To support the Box Office Manager in ensuring operations are conducted within the boundaries of WHS and effective risk management strategies including COVID-19 safety protocols.
- To assist in maintaining security within the building to protect City of Launceston's investment and uphold a duty of care to staff and patrons.

#### 4. POSITION COMPLEXITIES

- The person will be expected to adopt a flexible approach to work requirements and to undertake new or alternative duties as required. This may include new technology usage, new work procedures and customer service delivery systems. Appropriate training will be provided where required.
- Flexibility will be required in the management of spontaneous customer, staff and hirer requests.
- As it is a customer-interfacing role, the incumbent may be required to respond to aggressive or difficult customers.
- The Casual Box Office Operator has no set hours of work and will be rostered according to need. Rostered hours will include a mix of weekday, evening and weekend shifts.

#### 5. KEY DUTIES

- Handling over the counter, phone and internet ticket sales, exchanges, refunds and enquiries
- Ensuring customer data is collected at point of sale
- Completing end of day sales reports and reconciliations with accuracy
- Processing ticketing requests as delegated by the Box Office Manager
- Providing administrative support to the Box Office Manager
- Assisting with daily banking and cash reconciliation
- Where appropriate timely resolution of conflict with any patrons
- Taking an active role in the promotion of all events sold through the box office
- Taking an active role in the promotion of Theatre North's annual program and other activities
- Assisting the Box Office Manager to ensure that all marketing materials on display at the theatre and online are current and up to date
- Promoting the comfort and safety of all patrons and ensuring that their visit to the theatre is highly satisfying.
- Any other tasks delegated by the Management team as required

#### 6. CORE ATTITUDES

The Box Office Operator is expected to contribute to and comply with all Theatre North employment and operational policies, including but not limited to quality, safety, equity and the environment. The following core attitudes are expected from all Theatre North staff.

**Continuous Improvement and Success.** Set and expect high standards for yourself and others. Be willing to learn new things and to increase your knowledge of Theatre North activities and processes.

**Initiative and Enthusiasm.** Take self-directed action to do the job well. Adopt a positive attitude towards one's work or job. Be aware that your level of enthusiasm can impact on others and influence the culture of the workplace.

**Customer Service Orientation.** Maintain a customer focus and invest time and effort in understanding customer's needs. Ensure *a customer first* approach.

**Communication.** Value and encourage communication between individuals, teams and work groups. Share information and empower others through providing required information.

**Honesty, Trust and Respect.** Acknowledge, value and be confident in your own and others' abilities. Know your limits and seek assistance when needed. In order to make change happen, it is important that you express your ideas and allow others an opportunity to express theirs in a trustworthy environment.

**Ethics.** Be aware of and maintain high personal and Theatre North business standards.

## 7. KEY SELECTION CRITERIA

### ESSENTIAL

- Track record of professional maturity and high work ethic
- Superior customer service including excellent communication skills, positive attitude and professional telephone manner
- Demonstrated ability to efficiently problem solve and stay calm under pressure
- Competence in office administration and good organisational skills
- Proficient in use of computers and basic software
- Proven ability to work unsupervised, use initiative and effectively follow procedures
- Demonstrated cash handling and reconciliation skills
- Excellent numerical skills
- Proven capacity to work effectively as part of a small team
- Ability to work flexible hours and rostered shifts

### DESIRABLE

- Previous experience in a similar role
- Workplace First Aid Level 2, or equivalent
- Current drivers license
- Experience in arts administration

For further information contact Theatre North's General Manager  
Ph 6331 0052 or [generalmanager@theatrenorth.com.au](mailto:generalmanager@theatrenorth.com.au)