Position Description

Box Office Operator (Casual)

WORKING AT THEATRE NORTH

At Theatre North, roles operate within a collaborative and evolving environment. Employees are expected to contribute flexibly to organisational priorities and undertake reasonable duties aligned to their role, skills and capability.

OBJECTIVE

The Casual Box Office Operator supports the delivery of Theatre North's box office and reception services at the Albert Hall.

The role provides professional and welcoming customer service to patrons, hirers, school groups and visitors while assisting with ticket sales, ticketing administration, cash handling, enquiries and show shift operations.

The position plays an important role in ensuring patrons receive a positive experience when engaging with Theatre North and the Albert Hall.

SCOPE

- Reports to: Box Office Manager
- Works closely with: Ticketing Services Manager, Front of House Manager, Administration team and Theatre North staff
- Employment type: Casual
- Salary: $36.11 per hour
- Location: Launceston

The role is rostered according to operational requirements and may include weekday, evening, weekend and public holiday shifts.

KEY RESPONSIBILITIES

1. Box Office Operations

- Deliver box office services including counter, phone and email enquiries.
- Process ticket sales, exchanges, refunds, holds and other ticketing transactions in accordance with Theatre North procedures.
- Maintain accurate ticketing records and customer information.
- Assist with ticket collection and patron enquiries prior to performances and events.
- Support efficient box office operations during busy periods and show shifts.

2. Visitor Services & Reception

- Act as a welcoming and professional first point of contact for visitors to the Albert Hall.
- Respond to general enquiries and direct patrons, hirers, contractors and visitors appropriately.
- Maintain a professional, tidy and welcoming box office / reception environment.
- Promote a positive visitor experience through excellent customer service.

3. Cash Handling and Administration

- Process payments accurately using approved systems and procedures.
- Assist with cash handling, reconciliations, float counts and end of shift reporting.
- Maintain accurate records and documentation.
- Escalate discrepancies or issues promptly.

4. Show Shift Support

- Provide box office support during performances, events and venue activities.
- Assist patrons with ticketing enquiries and seating issues.
- Work collaboratively with Front of House and venue staff to support smooth event delivery.
- Escalate operational issues to the Box Office Manager or management as required.

5. Stakeholder & Team Support

- Liaise professionally with patrons, hirers, presenters and visitors.
- Support a positive team culture and contribute to collaborative working relationships.
- Follow Theatre North policies, procedures and service standards.
- Participate in training and development activities as required.

KEY PERFORMANCE INDICATORS (KPIs)

- Patron and visitor enquiries are responded to professionally and accurately.
- Ticketing transactions and cash handling activities are completed accurately.
- Positive customer service standards are consistently demonstrated.
- Box office procedures and operational requirements are followed.
- Show shifts operate smoothly with issues escalated appropriately.
- Teamwork and communication are demonstrated.

SELECTION CRITERIA

Essential

- Demonstrated experience in customer service, reception, retail, hospitality, ticketing or a similar customer facing role.
- Excellent communication and interpersonal skills.
- Strong attention to detail and administrative accuracy.
- Demonstrated cash handling experience.
- Ability to remain calm, professional and solutions-focused in a busy environment.
- Ability to learn and operate ticketing, booking and point of sale systems.
- Ability to work independently and as part of a team.
- Availability to work flexible hours including evenings and weekends.
- Current Working with Vulnerable People registration.

Desirable

- Experience using ticketing or booking systems.
- Experience in a performing arts, entertainment, tourism, hospitality or events environment.
- Current First Aid Certificate.
- Experience working with the public in a live event environment.

PERSONAL ATTRIBUTES

- Welcoming, professional and approachable
- Customer focused and service oriented
- Calm under pressure
- Organised and detail focused
- Committed to teamwork and consistent service standards