

POSITION DESCRIPTION

Position Title Box Office Supervisor

Reports to CRM & Ticketing Manager

Key Internal Working Relationships: Casual Box Office team, Company Producer, Venue Manager and Front of House staff, marketing and Development teams

Key External Working Relationships: Malthouse Theatre customers, education audiences, internal and external stakeholders including venue hirers, major performing arts companies and festivals.

Employment: This is a full-time position (1.0 FTE) based at The Malthouse in Southbank.

POSITION SUMMARY

The Box Office Supervisor supports the smooth and effective running of the Box Office and ticketing services. Reporting to the CRM & Ticketing Manager, the Box Office Supervisor delivers excellent customer-focused service to audiences, venue hirers and external partners to maximize revenue generation through all sales pathways.

This position supervises a range of ticketing procedures and systems, including event builds, rostering casual Box Office staff and overseeing Education program bookings. The Box Office Supervisor assists with financial reconciliation and reporting as well as ensuring excellent customer service across the Box Office team.

Measurable Outcomes

1. Efficient and effective Box Office operational performance and service delivery;
2. Positive relationships with customers, venue hirers and external partners and a high standard of customer service maintained by the Box Office staff;
3. Timely and professional response and effective resolution of customer feedback and complaints;
4. Accurate and timely settlement, reconciliation and reporting of Box Office revenue;
5. Excellent performance of the Box Office team through effective leadership, ensuring all staff are performing their role to their best ability.

KEY DUTIES AND RESPONSIBILITIES

Box Office Management

- Oversee the day to day operations of the Malthouse Theatre Box Office
- Recruit, train and performance manage casual Box Office staff
- Produce the Box Office team roster, adhering to budget and providing regular reporting on wages to the CRM and Ticketing Manager, and process timesheets in an accurate and timely manner
- Develop and maintain procedural and policy documentation for Box Office operations.

- Provide excellent customer service to Malthouse Theatre customers and stakeholders.
- Provide high-quality ticketing services for Malthouse Theatre and The Malthouse venue hirers.
- Manage Education program ticketing in consultation with the Company Producer including responding to teachers' enquiries, processing bookings and invoices, and following up unpaid invoices.

Ticketing

- Build performances and events within Tessitura and Blocks Office;
- Manage seating inventory to ensure seats are always available for sale on all shows, including liaising with external presenters, checking and releasing holds, assisting with seating plan amendments and management of seating consignments;
- Act as the ticketing liaison for venue hirers and partners, processing pricing set-up, event builds and ticketing requests and providing sales updates and settlements;
- Facilitate VIP ticketing and complimentary tickets for staff, artists and stakeholders;
- Assist in maintaining the CRM database, including extracting customer lists, overseeing data cleaning and ensuring procedural consistency across the team.

Financial Support & Reporting

- Financial reconciliation and processing of daily box office revenue;
- Working with the CRM & Ticketing Manager, set up and manage scheduled reporting and provide sales analysis and support for other departments as needed.

Inherent Physical Requirements

The physical requirements of your position are consistent with those of Box Office Supervisor in a Theatre. Candidates agree to advise the Company of any pre-existing injuries or conditions that may arise that might inhibit delivery of the physical requirements of the position.

KEY SELECTION CRITERIA

1. Minimum two years' experience working in a box office or ticketing role.
2. High level of computer and financial literacy and experience working with a ticketing or Customer Relationship Management (CRM) system. Experience working with Tessitura is required. Experience working with Deputy or similar rostering software is desirable.
3. Demonstrated commitment to exceptional customer service, excellent interpersonal and communications skills and an exemplary eye for detail.
4. Proven ability to provide effective leadership of staff in a high-pressure customer service environment.
5. Knowledge and understanding of the arts and cultural sector.

HOW TO APPLY

To apply, please provide your CV and a cover letter that outlines your suitability for the role, with reference to the Key Selection Criteria above.

Please email your application to careers@malthousetheatre.com.au by **10am on Wednesday 12th February 2020**.