

POSITION DESCRIPTION

Position Title Box Office Manager

Reports to CRM & Ticketing Manager

Key Internal Working Relationships: Casual Box Office team; Youth & Education Manager, producing, marketing and venue staff

Key External Working Relationships: Audiences and patrons, school contacts, ticketing agencies and venue hirers

POSITION SUMMARY

The Box Office Manager is a full-time position supporting the smooth and effective running of the Box Office and ticketing services. Reporting to the CRM & Ticketing Manager, the Box Office Manager delivers excellent customer-focused service to audiences, venue partners and external ticketing agencies to maximize revenue generation through all sales pathways.

The position manages a range of ticketing procedures and systems, including event builds, scheduling casual Box Office staff and overseeing Education program bookings. The Box Office Manager assists with financial reconciliations and reporting as well as ensuring superior customer service across the Box Office team. This is a fulltime position based at The Coopers Malthouse in Southbank.

MEASURABLE OUTCOMES

1. Efficient and effective Box Office processes and service delivery
2. Positive relationships with patrons, venue partners and ticketing agencies and a high standard of customer service maintained by the Box Office staff
3. Prompt and professional responses to ticketing requests, customer feedback and conflict resolution
4. Accurate and timely settlements, reconciliations and reporting of Box Office sales
5. Effective use of the CRM database by all Box Office staff

KEY DUTIES AND RESPONSIBILITIES

Box Office Management

- Manage the human, financial and physical resources of the Malthouse Theatre Box Office.
- Recruit, train and roster casual Box Office staff, including managing timesheets.
- Develop and maintain procedural and support documentation for Box Office related activity.
- Provide excellent customer service to Malthouse Theatre clients, partners and patrons.
- Coordinate the provision of high quality ticketing services for Malthouse Theatre and The Coopers Malthouse venue hirers.
- Manage Education program ticketing in consultation with the Youth & Education Manager including responding to enquiries, overseeing bookings and invoicing, and chasing unpaid invoices.

Ticketing

- Build performances and events within the CRM (Tessitura) and associated on-line sales portals.
- Manage seating inventory to ensure seats are available for sale at all times on all shows, including liaising with external presenters and ticketing service providers, 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.
- Manage VIP ticketing and complimentary tickets for staff, artists and stakeholders.
- Assist in maintaining an extensive 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 banking.
- Work closely with the CRM & Ticketing Manager to monitor casual staff wages and Box Office expenditure to ensure operational efficiency.
- Assist the CRM & Ticketing Manager to set up and manage scheduled reporting and provide internal analysis and sales reports for other departments as needed.

SELECTION CRITERIA

1. Minimum two years' experience working in a box office or ticketing supervisor 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.
3. Demonstrated commitment to exceptional customer service, excellent interpersonal and communications skills and an exemplary eye for detail.
4. Leadership skills and the ability to multitask and work as part of a small team under pressure.
5. Knowledge of and interest in the performing arts.

HOW TO APPLY

To apply, please email your CV and a cover letter that outlines your suitability for the role, with reference to the Selection Criteria above, by **10am on Monday 4 December 2017**.

Please email your application to
Amanda Macri, General Manager
careers@malthousetheatre.com.au

For further information, see malthousetheatre.com.au or contact
Prue Sutherland, CRM & Ticketing Manager
via email at psutherland@malthousetheatre.com.au or phone 03 9685 5156

INHERENT PHYSICAL REQUIREMENTS

The physical requirements of your position are consistent with those of Box Office Manager 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.