

DARWIN ENTERTAINMENT CENTRE
POSITION DESCRIPTION

POSITION DETAILS

Title: Box Office Coordinator
Award: DEC Collective Agreement 2007
DEC Staff Level: DEC Level 5 Stage 1
Salary: \$58725.16
Basis of Employment: Full time

RELATIONSHIPS

Supervisor:
Box Office Manager

Other Positions Reporting to this Supervisor:
Box Office Assistants

Positions Directly Supervised:
nil

Relieving Responsibilities:
Box Office Manager

Internal Customers:
Box Office Manager
General Manager
Business Manager
Venue Coordinator
Finance Officer
Marketing Coordinator
Membership Services Officer

External Customers:
Ticket purchasers
Hirers and promoters
Sponsors
General public
Ticketing outlet staff

PRIMARY PURPOSE

To provide a professional, efficient and personable ticketing service and support the day to day operations of the Box Office.

SCOPE/DIMENSIONS

The Darwin Entertainment Centre (DEC) is administered by a Board of Directors and managed by a General Manager. The Centre operates two theatres (The Playhouse 1070 seats & The Studio Theatre 298 seats), a rehearsal room and an exhibition gallery which are available for hire for numerous purposes.

The Box Office manages ticket sales to events at the Centre as well as at venues throughout the Territory. The events ticketed by the Box Office range from the arts to sporting events and outdoor concerts. Tickets are sold from the Box Office, online through the Darwin Entertainment Centre website, and through three external ticketing outlets, as well as at external venues.

The position of Box Office Coordinator requires a person who is able to exercise skill and knowledge in computerised ticketing and who is able to work under limited supervision, individually and as a team member, to ensure the Box Office is operated in an efficient, customer-focussed manner within the prescribed practices of DEC. The Box Office Coordinator will work proactively with arts, tourism and sporting organisations to maximise opportunities to generate ticketing business and further develop the business model of the Box Office.

As the position involves some work outside of normal office hours a flexible approach to working hours is required.

Duties of a Box Office Coordinator include:

- The operation, maintenance, set up and adjustment of the computerised ticketing system including:
 - The reservation, sale, refund and exchange of tickets, subscriptions, merchandise and other products including gift vouchers and dinner/accommodation packages
 - The processing of Darwin Entertainment Centre membership applications and payments
 - Ticket collection
 - Event and performance creation
 - Ticket design
 - Ticket printing requirements
 - The input of accurate customer and sales data & maintaining a quality customer database
 - The reporting of accurate financial and sales data for hirers, promoters, management and the finance department of DEC
 - The creation of in-depth sales and marketing reports for the marketing department of DEC
- Reconciliation and banking of daily takings at end of each shift and the maintenance of adequate cash floats.
- Supporting DEC's membership program and assisting with the promotion and management of the program.
- Assisting ticketing outlet staff as required.
- Assisting with the updating of event and ticketing content on website.
- Maintaining a detailed knowledge of the content of upcoming events at DEC and an awareness of entertainment at other venues in Darwin.
- Assisting with the training of new Box Office and outlet staff.
- Maintaining Box Office filing and recording systems with accurate, up to date records and statistics.
- Maintaining a database of clients and patrons ensuring the standards of DEC's Privacy Policy are met.
- Providing a high level of customer service and response to a wide range of customer enquiries in relation to the Darwin Entertainment Centre, events, program, ticketing, website, and venues and actively promote all activities at DEC.
- Providing timely sales reports for producers and management, statistical reports for marketing purposes, and financial reports for settlement purposes.
- Providing support for direct mail and related marketing campaigns and other assistance to the marketing department as required.
- Providing support to the Box Office Manager and undertaking relieving duties as required.
- Ensuring compliance with all legislation, approved standards, policies and procedures relating to DEC's practices and processes including DEC's Occupational Health and Safety Policy, the Privacy Act (1988) and Evacuation Plan.
- Contributing to the review and improvement of DEC's policies, procedures and operating systems to ensure the most up to date and professional service is provided to all clients and patrons.
- Ensuring that the public areas of the venues are tidy, well presented, and prepared to receive visitors.
- Other projects and tasks as required.

KEY RESULT AREAS

- Demonstrate advanced knowledge of all aspects of the computerised ticketing system.
- Demonstrate sound relationship building skills and establish positive relationships with the public on behalf of DEC, maximising the potential of ticketing services and looking widely for new opportunities.
- Ability to exercise discretion within the scope of the position.
- Undertake limited supervisory and on the job training duties.
- Demonstrate excellent interpersonal, communication and customer service skills.
- Be adaptable and flexible in order to meet work demands that will vary from day to day, often at short notice.
- be resourceful and able to work independently to respond to and resolve issues. It is expected that the incumbent will be able to demonstrate an ability to solve routine problems without referral to others.

EQUIPMENT OPERATED/TECHNOLOGY USED

- ProVenueMax (ticketing system)
- Microsoft Office programs
- All general office equipment

MINIMUM REQUIREMENTS & SELECTION CRITERIA

Formal Education:

A certificate or qualification in a relevant discipline and the ability to exercise the skill and knowledge of that trade or equivalent experience from on-the-job training in relevant theatrical disciplines.

Work Experience:

Box office/ticketing experience in a theatre or similar environment & use of a computerised ticketing system will be highly regarded. Work experience with significant cash handling and reconciliation responsibilities, frequent use of Microsoft Office programs (including Microsoft Outlook) and experience in customer service is required.

Selection Criteria:

- Professional experience in a ticketing role in the entertainment, tourism or sports environment.
- Proven relationship building/account management skills and the initiative to recognise and take advantage of business opportunities.
- Highly developed interpersonal and negotiation skills, as well as high standards of personal presentation and the ability to maintain good working relationships with a wide range of people at different levels both internal and external to the organisation.
- Exceptional customer service.
- A high level of IT literacy with knowledge and experience in using the standard Microsoft office suite, plus the ability to learn the computerised ticketing system, for which training will be provided.
- Accurate cash handling and reconciliation experience.
- High level of self-awareness and compassion; a calm, professional approach under pressure, and an empathetic, conciliatory approach to resolving customer service issues that may arise.
- Well-developed oral and written communication skills.
- Proven ability to manage time, plan and organise work to meet a range of priorities in the delivery of Box Office services to clients, patrons and staff.

AUTHORISATION

This position description is authorised by: Signature:..... Date:...../...../.....

Present Incumbent: