



Position Description

Role Title	Box Office Assistant - Casual
Reports to	Ticketing Services Manager
Department	Marketing & Customer Relations
Contract Period	Casual
Classification	Melbourne Recital Centre Enterprise Agreement Grade 2.1.1 + superannuation guarantee:

About Melbourne Recital Centre

Melbourne Recital Centre is a venue of and for the 21st century: celebrating the past, welcoming the present and imagining the future, a place where artists and audiences are invited to engage, challenge and explore. With a unique focus on music, the Centre presents and hosts hundreds of concerts each year, representing the pinnacle of the art form as practised by Australian and international performers in a dazzlingly diverse array of styles, from early music to post-rock. The Centre's learning and access activities beyond the Centre provide opportunities for Victorians of all ages and backgrounds to experience outstanding performances.

Melbourne Recital Centre comprises two strikingly beautiful spaces; the magnificent 1000-seat Elisabeth Murdoch Hall and the Salon, a 130-seat flexible performance space. Both spaces were carefully crafted to present the best music the world has to offer and bring musicians and music-lovers closer.

Our Vision

A place where bold music makers and passionate audience make profound connections that resonate for a lifetime.

Our Mission

Enabling transforming performances in and beyond the Centre.

Our Values

- **RESPECT:** welcoming and understanding everyone; *not just listening but hearing...*
- **EXCELLENCE:** having pride in what we do, how and where we work, both personal and professional
- **CREATIVITY:** asking 'what if?' and remaining open minded
- **INCLUSIVENESS:** being part of the family...
- **TEAMWORK:** making time to stop, collaborate and listen
- **ACCOUNTABILITY:** doing what you say; don't pass the buck!
- **LOYALTY:** showing passion, pride, enjoyment, advocacy, support

Primary Purpose

Box Office Assistants champion Melbourne Recital Centre's commitment to service excellence for all visitors to the Centre through supporting the day-to-day operations of the box office for customer enquiries and ticket sales, cloak room and ensuring that the public areas of the venues are tidy, well presented, and prepared to receive visitors.

Accountabilities

- Provide a high level of customer service and response to a wide range of customer enquiries on Melbourne Recital Centre events, ticketing, website, and venues.
- Provide real-time ticket sales transactions through the phone and counter services, using Tessitura® Software.
- Sell tickets, merchandise and other related products (e.g.: gift vouchers, food and beverage packages) and respond to customer enquiries, both in person and over the phone.
- Enter accurate customer and sales data using our systems.
- Actively engage with Visitors to the Centre, taking appropriate action to respond to or anticipate their needs (including up-selling of associated products where applicable)
- Conduct outbound telemarketing as required.
- Reconcile and account for their sales and receipts at the end of a shift.
- Ensure that the public spaces are presentable at all time for visitors.
- Box Office Assistants may be required to act as Fire Wardens (for which training will be provided) and be required to take charge of a defined work area in case of emergency.
- Carry out other duties as required.
- Ensure all activities comply with Melbourne Recital Centre values, policies and professional and ethical standards.
- Actively promote and represent the Melbourne Recital Centre's principles of service excellence.
- Foster good working relationships with all Melbourne Recital Centre staff, clients, customers and stakeholders and promote a positive and co-operative working environment
- In this position you will come into contact with a large amount of information, interact with a range of stakeholders and be privy to a range of commercial-in-confidence issues that must be treated with strict confidentiality and sensitivity. The incumbent must have the ability to exercise a high level of judgement and maintain confidentiality when dealing with these issues.

Key Relationships

Internal

- Ticketing Services Manager, Coordinator and Supervisors (daily)
- FOH Coordinator & Supervisor (daily)
- Concert & Event Managers (daily)
- Other Melbourne Recital Centre staff (as required)

External

- Patrons & visitors (daily)
- National and international artists, presenters, suppliers, contractors and operators (as required)
- Food & Beverage contracted Supervisor & Staff (daily)
- External contractors and suppliers (as required)

Key Selection Criteria

- Demonstrate previous customer service experience (essential), within the performing arts or entertainment sector (desirable).
- Demonstrate previous ticketing experience, especially within a subscription or multi-ticket event ticketing environment (highly desirable).
- Good working knowledge of music and/or the performing arts and familiarity with classical music repertoire, composers and artists (highly desirable) or a willingness to learn (essential).
- A high level of IT literacy with knowledge and experience in using the standard Microsoft office suite, plus the initiative and ability to learn Tessitura® Software, for which training will be provided (essential).
- 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 (essential).
- Proficiency in languages other than English, fluent or conversational (desirable), especially Mandarin and/or Cantonese (highly desirable).
- 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.

Other Relevant Information

The position is based at 31 Sturt Street, Southbank.

The position *will* involve irregular hours including evenings and weekends and considerable flexibility will be required.

Melbourne Recital Centre is an Equal Opportunity Employer. Melbourne Recital Centre provides a smoke free environment.

OH&S Responsibilities

In the context of Occupational Health and Safety policies, procedures, training, and instruction, as detailed in Section 25 of the Occupational Health and Safety Act 2004, employees are responsible for ensuring that they:

- Follow reasonable instruction
 - Cooperate with their employer
 - Maintain and observe all current Health and Safety policies and procedures
 - At all times, take reasonable care for own health and safety and that of other persons that may be affected within the Workforce
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