

MALHOUSE

CRM & TICKETING TEAM

BOX OFFICE OPERATOR POSITION SUMMARY

Reports to:

Box Office Supervisor

Works closely with:

CRM & Ticketing Manager, casual box office team members, FOH and Venue team.

Position Summary:

Box Office Operators are key representatives of Malthouse Theatre. As the public face of the company for our audience, they play a critical role in enhancing a visitor's experience with the company. The position is responsible for processing ticket sales and memberships and providing customer service as a first point of contact for visitors to the building.

Salary: This is a casual position paid at Level 5 (Production and Support Staff) of the *Live Performance Award 2020*. The base hourly rate is \$30.51/hour (including 25% casual loading), and additional loading (penalty rates) will apply for overtime according to the Award.

This is a casual position based at The Malthouse in Melbourne. Due to the nature of theatrical work, evening and weekend work form part of the ordinary hours of this role and hours are rostered subject to business needs.

Company Profile

Malthouse is a unique artistic institution in Melbourne, Naarm full of history, that creates thought-provoking live theatre experiences and offers great hospitality. It's a place to connect and a place to feel at home in a community of artists and arts lovers. Be unafraid, be entertained, be switched on.

Malthouse Theatre offers a range of benefits to employees, including access to complimentary and discount tickets, salary sacrifice options, flexible work arrangements, generous discounts at our café and bar, a free and confidential Employee Assistance Program, and regular staff socials including company nights for each of our season shows.

Malthouse Theatre is an Equal Opportunity Employer. We are a theatre for all. First Nations, Aboriginal and Torres Strait Islander people, people with disability, LGBTQIA+ people, people of colour, and people from culturally and linguistically diverse, migrant and/or refugee communities are strongly encouraged to apply.

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KEY DUTIES AND RESPONSIBILITIES

- Provision of professional and efficient customer service of the highest standard to both internal and external stakeholders.
- Ticket sales across multiple channels.
- Reconciliation of ticket batch and cash, credit card and EFTPOS takings, including responsible cash handling.
- Processing of Mates Memberships and maintenance of member relationships.
- Processing of ticket exchanges where necessary. Applying fees and upgrade charges when appropriate.
- Maintenance of Tessitura database with daily data cleaning and account merging.
- Full knowledge of Malthouse Theatre events and other events ticketed by Malthouse Theatre. Providing customers with ticketing and event information, including content and trigger warnings upon request.
- Assisting with all enquiries from customers by providing friendly, accurate, useful and timely information.
- Ensuring that OH&S policies of the company are supported and upheld within the work environment.
- Other related ticketing or administrative duties as required.

Key Selection Criteria

The successful applicant will demonstrate the following:

1. High level communication (written and oral) skills with excellent attention to detail
2. Experience in the use of Tessitura CRM
3. Sales and customer service experience in a ticketing environment, including sales reconciliation and cash handling experience
4. Computer literacy skills, including experience with MS Office suite (desirable)
5. Excellent interpersonal skills, with a commitment to equity and inclusion in practice

Inherent Physical Requirements

The physical requirements of your position are consistent with those of an administrative worker in an office environment. The Malthouse Theatre Box Office is located on the ground level of the Malthouse building, and the administration office is located on Level Three of the Malthouse venue, accessible by stairs. Applicants with access requirements are encouraged to contact Malthouse Theatre for more information about the access services available careers@malthousetheatre.com.au .

More information about access in our venue can be found here malthousetheatre.com.au/access .