

POSITION DESCRIPTION

BOX OFFICE & EDUCATION SUPERVISOR

POSITION DETAILS

Date of Position Description	June 2023
Position Title	Box Office & Education Supervisor
Position Grade	6
Directorate Business Unit	Community Services Riverside Theatres
Reports to	Manager Programming and Curatorial
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

Riverside Theatres is the premier performing arts venue in Western Sydney. Well-established and highly respected both by the local community and the national arts industry, Riverside is one of Council's significant cultural assets, delivering arts experiences 7 days a week, year-round.

This position is responsible for assisting the Customer Experience Manager to deliver box office and ticketing services for performances and events at Riverside Theatres.

The role will build and maintain positive customer focused relationships with hirers, performing and event companies, promoters, artists, stakeholders and patrons, and assist in developing, maintaining and promoting Riverside Theatres as a centre of excellence in performing arts, events and exhibitions in Western Sydney region.

The Supervisor will provide team supervision to casual box office staff, and create & maintain a positive rapport & relationship with EDConnect/Shared Services keeping up to date with Service Changes.

KEY RESPONSIBILITIES

Role Specific

- Provide professional, customer focused ticketing and box office services for patrons, hirers and clients.
- Prepare and manage rosters and provide supervision of Box Office staff to ensure effective and efficient ticketing and box office services.
- Maintain the standards of conduct and procedure set down by the Entertainment Industry Code of Fair Practice.
- Count and record monies and maintain records checked in line with Internal Audit procedures.
- Reconcile daily ticket sales through the Enta ticketing system and other ticketing agencies such as Ticketek, Ticketmaster, or other agencies and systems allocated ticket inventory.
- Assist the Box Office Coordinator to provide box office and ticketing information and reports to the Marketing Manager for the evaluation, planning and implementation of marketing and sales campaigns to facilitate and improve ticket services and sales for events and performances.

- Assist the Box Office Coordinator to provide box office reports, statistics and reconciliations to the Business Manager and Administration and Finance Coordinator for banking, settlement and other business purposes.
- Assist the Box Office Coordinator to maintain Riverside's ticketing database and mailing lists.
- Assist the Box Office Coordinator to co-ordinate casual staff, volunteers and interns.
- Assist the development of website, social media and e-communication strategies as they relate to ticketing services.
- Maintain records, filing, and reporting systems.
- Actively participate in sales and service campaigns to achieve KPI minimums.
- Respond to teacher enquiries and concerns, via email and phone and receive booking forms, reserve seats and create of invoices.
- Liaise with ED Connect/Shared Services with changes regarding DoE payments.
- Create marketing lists for campaigns specific to schools within NSW, Parramatta LGA and/or specific locations.
- Liaise with Marketing and Program Managers to create and update booking forms with current data/pricings/wordings.
- Work with Riverside Marketing and producers to organise, accumulate and collate marketing materials for performances.
- Assist in FOH activities across ticketing, patron services, concierge and food and beverage where necessary.

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Promote and maintain effective relationships with all external business partners.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Current Responsible Service of Alcohol (RSA) licence.
- Certificate level qualifications in a relevant area of study.

Experience

- Professional sales and ticketing experience in a responsible role for a typical period of 3 to 5 years.
- Customer service, ticketing and box office expertise and experience.
- Some experience in an arts and creative industries environment.
- Experience in supervising staff.
- Experience in a multi-task environment requiring application of priorities, meeting of deadlines and working under pressure.

Skills

- Communication skills including ability to maintain effective interpersonal and professional relationships with staff and a wide range of internal and external stakeholders.
- Knowledge of computers and word processing and spread sheeting software.
- Understanding of sales and ticketing systems