



Position Description

<u>POSITION:</u>	Box Office Assistant
<u>LEVEL/AWARD</u>	Level 4, Live Performance Award 2020 (Level 1 during training period)
<u>CATEGORY:</u>	Casual

POSITION OBJECTIVES:

- To assist with the smooth operation of IPAC and Wollongong Town Hall's Box Offices.
- To ensure the highest possible standard of presentation and efficiency to the public and hirers.

KEY RESPONSIBILITIES:

- Carry out all Box Office duties, including counter, phone and internet ticket sales, data maintenance and subscription processing.
- Assist patrons by providing information about ticket prices, seating in the theatres, venue and show information as well as the Company's food and beverage services.
- Maintain the Box Office Standards as detailed in the Company's Service Delivery Plan.
- Other duties as required within the scope of the position.

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Box Office Manager
Supervises:	Nil
Internal Liaisons:	FOH Operations Manager, Production and Programming staff All Merrigong management and staff
External Liaisons:	Hirers and other visiting companies, patrons

SKILL REQUIREMENTS:

Essential Criteria

- Customer service experience.
- Cash handling and reconciliation skills.
- Availability for weekday, evening and weekend shifts.
- Competent knowledge and experience using Outlook, Word and Excel.

Desirable Criteria

- Box Office experience and knowledge of online ticketing systems.