

POSITION DESCRIPTION

Position Title	Box Office Sales & Administration Officer
Position Code	1385
Directorate	Sustainability & Culture
Work Group	Arts, Culture & Events
Position Classification	Band 4
Effective Date	July 2022

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

1.1 Provide efficient and effective administrative support to the Wangaratta Performing Arts Centre team.

1.2 Responsible for sale of tickets and is usually the first point of contact for all audiences and visitors to the Wangaratta Performing Arts Centre during the opening hours of the Box Office.

2. Working Relationships

Reports to	Performing Arts Centre Coordinator
Supervises	N/A

3. Key Responsibilities

3.1 Provide high-quality administrative support to the Wangaratta Performing Arts Centre including drafting correspondence; maintain files, records, databases and directories; arrange meetings and appointments; prepare venue signage and update staff rosters.

3.2 Answer and screen incoming telephone calls, emails and correspondence and assist with general enquiries or direct to relevant personnel.

3.3 Preparation and distribution of purchase orders and reconciliation of invoices.

3.4 Assist with the coordination, preparation, word processing and distribution of programs, reports, centre guides and media advertising.

3.5 Assist the Performing Arts Centre team to undertake various projects as required.

3.6 Control and ordering of stationery items.

3.7 Provide daily Box Office services in an efficient, customer-focussed manner in line with agreed policies and procedures including cash handling and reconciling the till at the end of each day.

3.8 Assist the Box Office Team Leader and Performing Arts Centre Coordinator with distribution of marketing materials and the implementation of new policies and procedures.

4. Core Physical Requirements

4.1 Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.

4.2 Capacity to, on occasion, lift items unspecified in weight within individual limits.

4.3 Accurately read small print on tickets in order to verify correct date, time, event and seat location.

4.4 Ability to stand for long periods of time.

4.5 In an emergency, be capable of escorting patrons from the building – including those patrons who have impaired or limited mobility.

4.6 Capacity to drive a motor vehicle.

5. Accountability and Extent of Authority

5.1 Accountable for the provision of efficient, effective and accurate ticket sales and administrative support to the Performing Arts Centre.

5.2 Authorised to provide information to staff and the general public in relation to enquiries within policy and procedure requirements.

6. Judgement and Decision Making

6.1 Responsible for making decisions and exercising judgment about the areas, activities and projects for which they are responsible.

6.2 Responsible for making decisions and exercising judgment about the selection of work practices and procedures appropriate and relevant to the job.

6.3 Responsible for making decisions and exercising judgment about safe working practices and procedures.

6.4 Responsible for advising management about issues that need specialist attention.

6.5 Responsible for resolving issues as they arise.

6.6 Guidance and advice is always available from senior staff.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

7.1.1 Experience in creating advertisements, marketing and promotional material that is market specific from detailed briefs.

7.1.2 High proficiency in the operation of office and screen-based equipment particularly Microsoft Office including Word, Excel, Access and Publisher along with Lotus Notes, together with superior keyboard skills.

7.1.3 High level literacy and numeracy skills.

7.1.4 Experience in the use of a computerised ticketing system or a willingness to learn.

7.1.5 Highly developed customer service expertise.

7.2 Management Skills

7.2.1 High level organisational and time management skills.

7.3 Interpersonal Skills

7.3.1 Ability to be tactful, courteous, and patient in trying or difficult circumstances.

7.3.2 Developed communication skills and the ability to communicate effectively and courteously with patrons and users whilst ensuring the highest level of service and presentation is maintained.

7.3.3 Demonstrated ability to work cooperatively and effectively in a team to achieve specified goals.

8. Qualifications and Experience

8.1 Certificate III in Business (Administration) or other relevant qualification and / or extensive experience related to administrative support.

8.2 Experience in a large organisation in an administrative support role.

8.3 Previous experience in the development of advertising and quality marketing material.

8.4 Current Working with Children Check.

9. Key Selection Criteria

- 9.1** Certificate III in Business (Administration) or other relevant qualification and / or extensive experience related to administrative support.
- 9.2** Proficiency in the operation of office and screen-based equipment, particularly Microsoft Office including Outlook, Word, Excel, PowerPoint and Publisher.
- 9.3** Preferred but not essential experience using Tech One, previous experience using a Ticketing System and Record Management System.
- 9.4** Sound communication skills.
- 9.5** Demonstrated time management and organisational skills.
- 9.6** Ability to work cooperatively with members of a team and to be adaptable in a changing environment.
- 9.7** Demonstrated ability to manage cash, purchase orders, invoicing and a commitment to excellent customer service.
- 9.8** Availability to work evenings and weekends.
- 9.9** Previous experience in the development of advertising and quality marketing material and the use of an online ticketing system.
- 9.10** Current Working with Children Check.

Authorised by: Director – Sustainability & Culture

Date:

Employee's Signature:

Date:
