

## **BOX OFFICE AND TICKETING COORDINATOR**

**DEPARTMENT:** Marketing (Box Office)  
**REPORTS TO:** Ticketing and Customer Service Manager  
**DIRECT REPORTS:** Casual Box Office Assistants

### **ROLE**

The Box Office and Ticketing Coordinator is responsible for coordinating the smooth running of the ASO Box Office and Ticketing function, supporting the Ticketing and Customer Service Manager with coordination of casual box office staff, provision of customer service to ASO patrons, Tessitura systems, and Box Office administration. The Box Office and Ticketing Coordinator will also work collaboratively with the Box Office and Administration Assistant, providing reception cover, and customer service support via all customer service channels. The Box Office and Ticketing Coordinator is required to create a positive experience for customers by dealing with enquiries (including ticket sales) in a professional manner. The position also has primary responsibility for the income side of the 'Daily Banking' process between the ASO Box Office (including philanthropy) and the ASO Finance team.

### **RELATIONSHIPS**

Reporting to the Ticketing and Customer Service Manager, the post holder is required to work closely with the Box Office and Administration Assistant, casual Box Office Assistants, Finance team, Marketing team and other key ASO staff from other departments. During subscription sales campaigns, the post holder is required to work with and coordinate the larger cohort of casual Box Office Assistants, and external service providers in order to provide high level assistance to subscribers and the whole subscription process.

### **SPECIAL REQUIREMENTS**

- The position will require regular evening and weekend work to attend and support ASO events and performances.
- Willingness and physical ability to undertake manual handling requirements as required when executing events.
- Prior to commencing employment, the preferred candidate is required to have satisfactorily met the requirements of a Working with Children Check.

### **PERSON SPECIFICATION**

Detailed below are the qualifications, experience, knowledge, skills, and abilities identified for the position.

The essential criteria show the minimum essential requirements of the position. The desirable criteria outline additional attributes which would enable the successful candidate to perform the role more effectively; they are not essential but may be used to distinguish between applicants during the shortlisting process.

#### **Essential Criteria**

- Demonstrable relevant experience working within an arts and/or events organisation.

- Experience operating ticketing systems, or CRM databases (Tessitura desirable).
- Excellent skills in providing high quality customer service.
- Experience providing efficient and effective coordination and administration to support the delivery of strategic outcomes.
- Demonstrated experience in working collaboratively and flexibly within a team and across the organisation.
- Proficient knowledge of Microsoft suite of products, including Word, Excel and Outlook required.
- A methodical and accurate approach to record keeping.

**Desirable**

- Sales experience with a customer service focus.
- Highly developed interpersonal skills, both written and verbal.
- Ability to build personal relationships and effectively communicate across a broad range of internal and external stakeholders.
- Ability to problem solve under pressure whilst maintaining good composure.
- Good organisational skills and the ability to multi-task and work to competing deadlines.

**POSITION INFORMATION:**

This position is being offered at 0.8FTE on a two year fixed-term contract basis, with a salary range of \$48,000-\$52,000 (based on pro-rated salary of \$60-65,000 FTE). Copies of the position description are available upon request via [employment@aso.com.au](mailto:employment@aso.com.au).

**HOW TO APPLY:**

Qualified candidates are encouraged to submit a current Cover Letter and CV in one PDF document, outlining your suitability, to the attention of Rachel Grant, People and Culture Manager. Please note that applications submitted without a Cover Letter will not be considered. Applications or queries can be submitted via email to Rachel at [employment@aso.com.au](mailto:employment@aso.com.au).

[Applications will close at 5pm on Sunday 02 February 2024.](#)

**Interviews will commence as applications are received.**

***The ASO invites applications from all qualified candidates with current working rights in Australia.***