



BOX OFFICE & FRONT OF HOUSE COORDINATOR

Burrinja

(Dandenong Ranges Community Cultural Centre Inc.)

ABOUT THE POSITION

This is a **Part Time 30 hour per week** position, ideally spread over **5** days per week.

The **Box Office and Front of House Coordinator** plays a key role in the coordination of the ticketing services, the operations and delivery of all box office services and coordination of the front of house customer service team. Ideally they will have experience in similar roles within a ticketing/customer service context, and be able to demonstrate the ability to contribute to a small, dedicated team.

They will be keen to work with the team to further arts, culture and community in the region, and demonstrate a commitment to excellent customer service. The successful candidate will work with the Venue Manager and Marketing Coordinator to ensure an integrated approach to delivering excellent customer service and ticketing to patrons, clients and stakeholders at Burrinja.

It is expected that **Box Office and Front of House Coordinator** will be flexible in their allocation of weekly hours required to successfully deliver the responsibilities of the position. Core hours are **10am to 4pm, Monday to Friday**. From time to time this will include evening and weekend work engaging with events.

For further information regarding this position, contact the *Venue Manager*, Toni Kirk on 03 9754 8723. For further information on Burrinja, visit www.burrinja.org.au

APPLICATIONS

Please find enclosed a position description, including selection criteria, to assist you in the preparation of your application.

Please provide a brief cover letter, your resume and a statement addressing each of the selection criteria.

Please ensure that you include a phone number you can be contacted on during office hours.

Please include contact details for three (3) referees, at least two of which must be work related. (*Referees will only be contacted after a personal interview has been conducted.*)

Applications should state the position title, be marked Private & Confidential and be forwarded:

To: Ms Toni Kirk
Venue Manager

Email: tonik@burrinja.org.au *

Postal: Burrinja
351 Glenfern Road
UPWEY VIC 3158

Fax: (03) 9754 8523

APPLICATIONS MUST BE RECEIVED BY 4PM ON FRIDAY JANUARY 23, 2015

Applications will be short-listed for interview based on the Selection Criteria. Burrinja wish to appoint the role early February with the position commencing from early March 2015.

* **Emailed applications are preferred.** Email applications must be provided as a separate Word or PDF attachment. Email applications sent as message text in the email will not be accepted.

Burrinja

Dandenong Ranges Community Cultural Centre Inc.

Position Description

Job Title:	Box Office & Front of House Coordinator
Status:	Part Time, 12 Month Fixed Term (Maternity Leave Position) 0.8 FTE – 30 hours per week
Salary Level:	\$50k to \$55k full time equivalent
Reports To:	Venue Manager
Position created:	Revised Position. (November 2012)

BURRINJA

Burrinja (the Dandenong Ranges Community Cultural Centre Inc) is a vibrant cultural centre offering a broad range of arts, cultural, performance, education and community related experiences that work toward its mission: ***Building community through arts.***

Burrinja encompasses visual and performing arts activities and events, an extensive public collection of Indigenous and oceanic art, 400 seat theatre, black box space, multiple gallery spaces, cultural education, arts incubator studios, live music, community cultural development projects, rehearsal, making and meeting spaces, and Burrinja Cafe + Bar.

Burrinja, in partnership with Yarra Ranges Council, delivers a wide array of cultural services to the Dandenong Ranges region and beyond. The theatre combines entrepreneurial presentations, community and school productions with a range of commercial and other hire events, while three exhibition spaces and cultural development events ensures a vibrant visual and community arts program.

The position of **Box Office & Front of House Coordinator** is a part time role. See Organisational Structure. (Attached)

POSITION OBJECTIVES

Reporting to the **Venue Manager**, Burrinja, you will be responsible for the effective and efficient coordination of all facets of Burrinja's Box Office including customer service, ticketing services, sales and box office staff management, promotions assistance; and for the coordination of front of house visitor and customer service, including supporting FOH volunteers in their daily duties.

The position will work across all of Burrinja's key areas of operation and activities and, in consultation with the Venue Manager, be responsible for developing and implementing short, medium and long term box office and front of house strategies, systems and procedures.

The role of Box Office & Front of House Coordinator provides a leading role in the culture of customer service across the organisation.

KEY RESPONSIBILITIES & DUTIES

In consultation with the Venue Manager, key accountable areas include but are not limited to:

- Develop, manage and monitor human, physical and financial resources of Box Office operations and ticketing services, and report performance as required.
- Develop and implement strategies to maximise use and earnings of the ticketing services.
- Management of ticketing services including accruals, reconciliations and disbursements.

- Day to day management of point-of-sale system including accruals, reconciliations and disbursements across sales, merchandise, eftpos and cash.
- Coordination of daily operations of customer focused, efficient front of house services; including training and supporting the box office volunteer team at Burrinja
- Opening and closing the venue to patrons daily – including set ups.
- Provide an efficient and customer-friendly ticketing and information service by phone, in person, mail and through e-commerce to the general public, hirers, artists and staff for all events.
- Set up and build performances in the online environment ticketing system.
- Management and further development of the SABO ticketing program and service provider relationship as required to achieve best practice and outcomes.
- Develop strong positive relationships with all clients, customers and patrons to ensure high level of satisfaction is maintained.
- Liaise with and provide reports and data as required to the Marketing Coordinator, Venue Manager and Executive Director.
- Assist the Venue Manager in venue set-ups for hirers / clients.
- Attend and contribute performing arts / box office industry forums as appropriate.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Box Office & Front of House Coordinator acts under the Venue Manager - Burrinja, and is responsible for the coordination of all aspects of Burrinja's box office, ticketing and front of house services. The position carries responsibility for management of resources associated with the box office, its assets and staff. Freedom to act is governed by agreed goals and regular reporting mechanisms. Decisions and actions taken by this role may have a substantial impact on the operations of Burrinja.

MANAGEMENT

- Responsible for day to day coordination of the box office.
- Responsible for day to day coordination of box office volunteers.
- Responsible for coordination of ticketing services, set up and contract.

FINANCIAL

- Responsible reporting on box office operations and reconciliations.
- Responsible for consumables purchases within areas of responsibility and within budget.

RESOURCES CONTROLLED

- Box Office operations front of house volunteer team.

RISK MANAGEMENT

- Comply with all relevant legislation and operate and make decisions within the framework of Burrinja policies, procedures, guidelines and delegations ensuring Occupational Health & Safety, Workplace behaviours and all aspects of the Burrinja Human Resources Policy and Privacy Policy are adhered to.

- Take action to rectify any failure or suspected failure to comply with regulations or policies without delay.
- Ensure compliance with all Privacy Legislation and treat all customer information and information concerning the business of Burrinja of a personal and sensitive nature in a professional and confidential manner.

ORGANISATIONAL RELATIONSHIP

Reports to:	Venue Manager
Supervises:	Front of House volunteers.
Internal Liaison:	Executive Director and Staff, Board of Management, Volunteers.
External Liaison:	Yarra Ranges Council staff, Patrons, Hirers, Partnership organisations and Stakeholders, Suppliers, Council Sub-contractors and Industry networks when warranted.

QUALIFICATIONS & EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Experience in arts administration/ performing arts industry or similar field.
- Knowledge of ticketing systems and box office operations or equivalent administration systems.

INTERPERSONAL SKILLS

- Proven ability to deal with all members of the community including patrons, stakeholders, hirers, business leaders and other people of seniority.
- A well-developed ability and commitment to lead, develop options, resolve conflict and problems and work in a highly customer focused team culture.
- Proven ability to communicate sensitively and effectively with people from a wide range of organisations and cultural backgrounds.
- Proven ability to persuade, convince or negotiate with peers, clients, members of the public and others in the pursuit and achievement of Burrinja objectives.

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrated well developed ability managing volunteer team.
- Well-developed ability to use ticketing software, or equivalent administration software.
- Highly proficient communication skills, written and verbal including the use of digital communication networks and forums.
- Demonstrated well developed general knowledge of the technical aspects of a performing arts venue.

PERSONAL MANAGEMENT SKILLS

- Effective skills in independently managing time, setting priorities, and planning and organising work and meeting timelines and ability to work to a high level of efficiency in a busy environment.
- Ability to set and achieve goals and outcomes based on key responsibilities and duties.
- Ability to show initiative and exercise sound decision making across all areas of the position.

- Understanding of, and ability to implement, personnel practices including those relating to conditions of employment, Burrinja's Human Resources policy and volunteer performance as needed from time to time.

PREREQUISITES

- NIL

SELECTION CRITERIA

1. Demonstrated experience providing excellence in customer service.
2. Understanding of box office operations / ticketing within the arts/ performing arts industry or similar field. (Training can be provided).
3. Demonstrated experience working with and motivating a volunteer team.
4. Proven administration and communication skills including writing, presenting and generating data-based reports. Desk top publishing knowledge an advantage.
5. Demonstrated experience working with a range of organisations, stakeholders, patrons and community.
6. Proven ability to work effectively independent of supervision.
7. Relevant qualifications or training in business administration / customer-service or similar desirable.

PHYSICAL REQUIREMENTS

- Posture:
 - Driving up to 60 minutes at a time to visit other venues, industry association meetings.
 - Twisting, pulling, pushing, bending, lifting and carrying venue equipment from time to time.
- Trunk
 - Some twisting in standing position when moving, or setting up equipment
 - Bending below the knee when moving or setting up equipment
- Weights
 - Medium lifting – ability to perform assisted (group) lifts of venue equipment
- Performance level
 - Has to be able to meet timelines for allocated work

CONDITIONS OF EMPLOYMENT

- Applicants may be required to undergo a Police Check prior to commencement in the position
- Conditions of employment are in accordance with the Burrinja Human Resources Policy & Manual, 2006, with the signed Conditions of Employment Agreement, and with the National Employment Standards.
- Capacity to work out of normal hours or on weekends occasionally if required.



Burrinja
Dandenong Ranges Community Cultural Centre Inc
Organisation Chart

