



# Burrinja Cultural Centre

## Administration Co-ordinator Position Description

<b>Job Title:</b>	Administration Co-ordinator
<b>Status:</b>	Part Time
<b>Salary Level:</b>	\$27 per hour includes standard leave entitlements
<b>Hours of Work:</b>	Wednesday to Saturday, 9:45 am to 4:15 pm, 26 hours per week (or Wednesday to Friday 19.5 hours by negotiation)

### ORGANISATIONAL RELATIONSHIPS

<b>Reports to:</b>	Events Manager
<b>Internal Liaison:</b>	Burrinja Staff, Volunteers, Café Staff
<b>External Liaison:</b>	Patrons, Hirers, Performers, Artists, Partnership organisations and Stakeholders, and all users of the venue

### BURRINJA

Burrinja is at the heart of the creative community of the Dandenong Ranges. Burrinja is a not-for-profit organisation that thrives thanks to the support of the Yarra Ranges Council, artists, patrons, and our community. We deliver a wide array of cultural experiences to the Dandenong Ranges region and beyond. The 400-seat theatre and 110 capacity black Box Lyre Room combines professional performances, community and school productions with a range of commercial and other hire events, while three exhibition spaces, artist's studios and cultural development events ensure a vibrant visual and community arts program. Annually, Burrinja supports around 300 activities both here at the venue as well as out in the community, reaching around 80,000 people annually. Burrinja is a Child safe organisation.

### POSITION OBJECTIVES

To provide friendly and efficient customer service to all visitors to Burrinja and to support the Burrinja team with a smooth-running front-of-house, during our opening hours.

### KEY TASKS

- Be the 'public face' of Burrinja welcoming all users of the venue in a friendly and professional manner.
- Responsible for opening and closing the centre to the public.
- Provide front of house reception, box office and retail shop services including ticket sales and enquiries, retail sales, art sales and general centre information.
- Ensure the clean and tidy presentation of the front of house areas.
- Provide reception for internal staff, taking messages via phone or in person.
- Actively promote events to centre visitors, to maximise sales opportunities and encourage the use of all Burrinja facilities.

- Support the in-house class programs including taking enrolments, payments and providing directions and correspondence for both tutors and attendees.
- Undertake financial transactions and maintain float relating to shop sales, box office and exhibition sales, always maintaining a high level of customer care.
- Managing the Burrinja shop including sales, presentation, supplier orders and stock management under the direction of the COO.
- Effectively monitor budgets for administrative areas such as, shop stock and catering.
- Maintaining accurate customer data and sales figures for box office financial records.
- Process VIP invitation lists for Burrinja events.
- Adhere to Burrinja's OH&S procedures.
- Adhere to Burrinja's child safety and wellbeing policy at all times.

### **SECONDARY TASKS:**

- From time to time you may be required to assist with set up of equipment for events as required by the Events Manager.
- Provide general administrative assistance as required, particularly for Burrinja's CEO and COO.
- Other duties as required

### **KEY SELECTION CRITERIA**

- Demonstrated commitment and ability to deliver excellent customer service.
- Experience in reception and administration for public facing venues such as hotels, galleries, medical practices or tourist destinations Ability to work autonomously and take responsibilities for the Administration Portfolio.
- Ability to multitask and work well under pressure.
- Excellent interpersonal skills and demonstrated ability to work within a team.
- High level of communication skills and demonstrated experience of problem solving and conflict resolution.
- Ability to learn and use various IT software programs namely XERO, Mailchimp, Microsoft Suite and our Ticketing and Booking Systems.
- Punctuality and reliability.

### **CONDITIONS OF EMPLOYMENT**

- Applicants will be required to supply a current Police Check and Working With Children check prior to commencement in the position.
- This position is subject to a 6-month probation period.
- Conditions of employment are in accordance with the Burrinja Human Resources Policy & Manual, 2022, a signed Employment Agreement and the National Employment Standards.