

Job title: Box Office and Administration Officer	
Classification: Band 4	Effective Date: July 2023
Reports to: Box Office Supervisor	Tenure: Permanent/Casual

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships. We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The Box Office and Administration Officer will assist in providing an excellent customer experience to visitors of The Round, Whitehorse City Council's performing arts and function centre. They will also undertake ticketing, reception and perform other administrative tasks for The Round.

Key Responsibilities

Position Specific Responsibilities

Ticketing/Customer Experience

- Provide ticketing services to patrons, including telephone, counter, web and mail ticket sales, returns and exchanges and the provision of information about shows on sale.
- Reconcile and report on daily box office takings to ensure compliance to established procedures.
- Process subscriptions and provide assistance to the Box Office Supervisor in the management of the subscribers delayed debit program.
- Ensure security of ticketing items such as EFTPOS machine, ticket printer, tickets and associated equipment.
- Oversee cloaking services and lost property management, following operating procedures for registering and distribution of uncollected and lost items.
- Ensure any box office and administration project objectives are met by anticipating and managing potential and emerging issues.
- Generate and provide regular performance sales reports to hirers/promoters.
- Maintain and update the customer and marketing databases.
- Provide marketing support for programs and services including digital platforms.
- Provide reception services for The Round, including front desk and telephone enquiries from patrons, function attendees, contractors and the general public.
- Provide on the job training and guidance to new Box Office & Office Administration employees and relief staff as required.
- Provide ad-hoc food & beverage service and room set up assistance to support service delivery for The Round and ancillary rooms.
- Out of hours work would be required to meet service needs.

Administration

- Process The Round's incoming accounts via Council's finance system, following up vendor enquiries and providing advice to The Round staff on processing issues.
- Provide administration support to other areas of The Round as required.
- Maintain administrative filing systems for The Round including manual and digital document archiving.
- Assist in the review and streamlining of office support systems and processes to ensure flexible and responsive service delivery with a client service and industry best practice focus.

Safety & Emergency Management

- Assist in maintaining a safe working environment for all centre staff, users and patron and ensure any relevant OH&S requirements are met in accordance with the Occupational Health and Safety Act and Council's OH&S requirements.
- During shifts act as a warden for emergencies.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: Nil

Staff responsibility:

- Nil, however this position does have responsibility for assisting the Box Office Supervisor in providing on the job training to new Box Office & Office Administration employees and relief staff.

Decision Making:

- The work performed is within policies and procedures and specific The Round guidelines.

- Accountable for providing accurate information to customers and other patrons of The Round.
- Required to make decisions and solve problems that arise related to box office operations, using technical knowledge and/or experience to ensure that the highest standards of customer service are achieved.
- Guidance is always available within the time available to make a choice.

Key Relationships

- The position reports to the Box Office Supervisor.
- The position will develop and maintain professional relationships with all internal and external stakeholders including Whitehorse City Council staff at all levels, patrons, Councillors, community groups, the general public and contractors.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- A Certificate or other relevant qualification or knowledge and skill gained through relevant on-the-job training.
- Ticketing experience would be a strong advantage.
- Experience in a reception and/or administrative support role.
- Proficient skill and experience in excellent customer service practices.
- Background in the arts, entertainment, hospitality and/or public relations industries would be an advantage.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology

- Proficient in Microsoft applications and other software packages.
- Experience with utilisation of ticketing software, with exposure to Enta Ticketing Solution an advantage.
- Good knowledge of financial software systems for raising and payment of purchase orders would be an advantage.
- Experience and working knowledge of Event booking software would be an advantage.

Interpersonal

- Excellent customer service and presentation skills.
- Good verbal and written communication skills to gain co-operation and assistance from clients, other employees and members of the public.
- Demonstrated skills in reception work and telephone technique.
- Excellent numeracy skills.
- Demonstrated ability to work productively autonomously and as part of a team.

- Ability to provide solutions to problems to meet needs of clients, visitors and suppliers.
- Positive, self-starter with strengths in priority setting, organising and forward planning.

Leadership/management:

- Able to provide on-job-training to new Box Office & Office Administration employees and relief staff.
- Ability to organise work to complete tasks within set time frames with minimal supervision.
- Knowledge of and commitment to occupational health and safety.

Key Selection Criteria

1. Experience in a ticketing and reception and/or administrative support role.
2. Proficient skill and experience in excellent customer service practices.
3. Proficient in Microsoft applications and other software packages.
4. Demonstrated ability to problem solve and work autonomously and as part of a team.
5. Ability to organise work to complete tasks within set time frames with minimal supervision.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	<ul style="list-style-type: none"> - Getting supplies from lower cupboards - Theatre clean up - Cleaning 	<p>Up to 10 times per shift</p> <p>Up to 2 times per shift</p> <p>Intermittent over 15 minutes</p> <p>Intermittent over 5 minutes</p> <p>Occasionally – up to 60mins</p>		
Hand/Arm Movement Tasks involve use of hand/arms	<ul style="list-style-type: none"> - Customer Service - Reaching across counters - General Cleaning 			
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	<ul style="list-style-type: none"> - Customer Service - Restocking <p>Room set up</p> <ul style="list-style-type: none"> - Tables - Chairs - Screens/Dividers - Emptying rubbish bins 	<p>Intermittent low load over 50% shift</p> <p>Minimal / Ad Hoc Support if needed.</p>		
Standing Tasks involve standing in an upright position	Serving & greeting customers	Up to 50% of shift – regular sitting/standing intervals		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Cloaking patron personal items of varying weight and height.	Regular		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Daily tasks require walking / transiting throughout the FOH & BOH areas of venue.	Up to 50% of shift		

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Storage/retrieval and distribution of boxes of print collateral	Regular		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	<ul style="list-style-type: none"> - Pushing chair and utility trolleys. - Assist with pushing patrons on wheelchairs. 	Up to 10% shift time		
Keyboard Duties Tasks involve sitting at workstation and using computer.	Emails, Ticketing purchases, spreadsheets, reconciliations, triaging in incoming calls via computer	Up to 8hrs of computer workstation duties		
Satisfactory Vision Standard of vision required equal to that required for driver's license	Ticketing Software platform presents information in a dense format which cannot be easily magnified.	Required		

Any other relevant comments: