

Melbourne Symphony Orchestra

POSITION DESCRIPTION

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| Job Title: | Box Office Attendant | Date: | December 2024 |
| Department: | Development & Reach | Reports to: | Customer Experience Manager |
| Location: | MSO Melbourne Office/Box Office | Role Status: | Casual |

1. POSITION PURPOSE

The primary purpose of this position is to provide superior customer service to all MSO customers and internal departments both in office and at our concert venues. This role will undertake the day-to-day ticketing operations and customer functions of the MSO and provide support to the Box Office Team Leaders and wider Development and Reach team with additional tasks as required.

2. MSO VALUES AND GUIDING PRINCIPLES

VALUES

Innovation, Collaboration, Respect, Diversity

GUIDING PRINCIPLES

We listen to each other, and we listen to our audiences. We continuously tune into building connections that bring joy and validation

We create welcoming experiences that showcase the beauty and wonder of artistic craft. Innovate performances that elevate the moment and endure in the spirit.

We unite our individual strengths and celebrate our unifying love of music, fostering understanding and belonging.

2. DIMENSIONS & WORKING RELATIONSHIPS

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| Reports to | <ul style="list-style-type: none">• Customer Experience Manager• Box Office Team Leader |
| Direct Working Relationships | <ul style="list-style-type: none">• Sales and Marketing team• Wider Development & Reach department• Other departments as required |

3. MAJOR RESPONSIBILITY AREAS

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The main responsibilities of the Box Office Attendant role are:

- Superior customer service
- Box Office operations
- Front of house duties

| 4. KEY RESULT AREA | MAJOR ACTIVITIES |
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| Superior customer service | <ul style="list-style-type: none"> • Provide premium customer service to anyone who contacts the box office; both external and internal • Respond to customers in line with MSO brand values and policies • Provide accurate and up-to-date company and concert information at all times, including our venues • Be well-presented and professional always |
| Box Office operations | <ul style="list-style-type: none"> • Facilitate ticket bookings, both subscriptions and single tickets, as well as membership, merchandise and donations • Respond to inbound customer calls and emails in a timely manner – enquiries, purchases, information etc. • Assist with processing approved internal ticket requests as required • Perform outbound calls regarding but not limited to subscriptions, bookings, memberships, concert sales and donations/fundraising • Assist with merchandise and membership mail-outs as required • Assist with merchandise and collateral stock counting as required • Set up box office/temporary box offices for performances at our venues as required • Be available to work at performances, at night on weekends as required • Maintain clear and clean working and FOH areas • Perform other duties as requested • Maintain clean and accurate data on Tessitura |
| Front of house duties | <ul style="list-style-type: none"> • Respond to customer enquiries and troubleshoot issues related to the performance • Act as ushers, ticket scanners and program sellers as venue appropriate • Participate in front of house briefings as required by venues • Liaise as required with the venue and venue staff |
| Other | <ul style="list-style-type: none"> • In addition to the above, all other duties and responsibilities are to be performed as required and consistent with this role • Work with management and other team members to ensure that all occupational health and safety (OHS) risks are |

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| | <p>minimised through awareness and application of safe working practices</p> <ul style="list-style-type: none">• Engage in continuous learning and contribute positively to a collaborative and respectful working environment aligned with the culture and values of MSO• Understanding of, and commitment to, EEO and privacy principles. |
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5. DECISION MAKING AUTHORITY

This role is supervised; however, the incumbent will be empowered to exercise discretion while working within the established operating policies and procedures.

6. PHYSICAL DIMENSIONS

This role requires the ability to:

- Sit or stand for long periods, as well as regular bending, crouching, and reaching
- Use an appropriate lifting technique to manually handle office files and items
- Operate a computer accommodating reasonable adjustments
- React to a display (computer screen) throughout the workday
- Use a telephone within reasonable adjustments (including use of headset)

7. ESSENTIAL CRITERIA

- Commitment towards delivering quality customer service, internally and externally
- Proven cash handling and reconciliation skills
- Comprehensive computer skills including Microsoft Office, with a focus on Excel and Word
- Strong communication skills
- Have a Working with Children check, or the ability to obtain one
- Flexibility to work outside of normal hours e.g., evenings, weekends, public holidays

8. DESIRABLE CRITERIA

- Experience working in a subscription-based environment, ticketing or box office operations
- Knowledge of the Tessitura CRM system
- Understanding of the dynamics of working for a performing arts organisation.

9. PERSONAL CHARACTERISTICS

- Friendly, personable, and approachable
- An aptitude for working in a busy environment demonstrating initiative, drive and creative problem solving
- Excellent organisational and time-management skills
- The ability to work under pressure to meet deadlines

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- Excellent attention to detail, and ability to manage competing priorities
- Ability to work as part of a team as well as autonomously
- Excellent written and verbal skills

10. POSITION DESCRIPTION MAINTENANCE

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| Date of last review: | December 2024 |
| Conducted By: | Customer Experience Manager Box Office Team Leader Head of Marketing and Sales Director of Marketing and Sales |
| Date for next review: | As required |