

Melbourne Symphony Orchestra

Box Office Attendant Position Description

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| Job Title: | Box Office Attendant |
| Department: | Marketing & Sales |
| Location: | MSO Southbank Office/ Temporary Venue Box Office |

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| Date: | September 2024 |
| Reports to: | Customer Experience Manager |
| Employment type: | Casual |

1. POSITION PURPOSE

The primary purpose of this position is to provide superior customer service to all MSO customers and internal departments. This role will undertake the day-to-day ticketing operations of the MSO and provide support to the Box Office Supervisor and wider Sales/Marketing team.

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.

3. DIMENSIONS & WORKING RELATIONSHIPS

Reports to

- Box Office Supervisor
- Box Office Manager

Direct Working Relationships

- Sales and Marketing team
- Other departments as required

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4. MAJOR RESPONSIBILITY AREAS

- Superior customer service
- Daily Box Office operations
- CRM data entry
- Event set up/support
- Front of house duties as required
- Administrative tasks
- Occupational health and safety

| 5. 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 • Actively listen to the customer to understand their needs • Familiarise yourself with the venue's MSO perform at to provide expert knowledge • 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, donations and MSO.Live sales via approved payment methods • Respond to inbound customer calls and emails in a timely manner – enquiries, purchases, information etc. • Process instalment payments • Process approved internal ticket requests, both paid and comps • Perform outbound calls regarding but not limited to subscriptions, current bookings, memberships, concert sales and donations |
| CRM data entry & integrity | <ul style="list-style-type: none"> • Maintain clean and accurate data on Tessitura • Provide accurate information from the CRM as requested |
| Event set up/support | <ul style="list-style-type: none"> • Set up temporary box offices for performances • Respond to customer enquiries and troubleshoot issues related to the performance • Be available to work at performances, at night on weekends • Liaise with venue staff, as required |
| Administrative tasks | <ul style="list-style-type: none"> • Maintain clear and clean working and FOH areas • Keep up to date with developments in Tessitura and other systems • Perform other duties as requested |
| Occupational Health & Safety | <ul style="list-style-type: none"> • Work with management and other team members to ensure that all occupational health and safety (OHS) risks are minimised through awareness and application of safe working practices |

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6. DECISION MAKING AUTHORITY

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

7. ESSENTIAL CRITERIA

- Ticketing and/or Box Office experience
- Commitment towards delivering quality customer service, both internally and externally
- Proven cash handling and reconciliation skills
- Comprehensive computer skills
- Flexibility to work outside of normal hours e.g. evenings, weekends and public holidays

8. DESIRABLE CRITERIA

- Knowledge of the Tessitura CRM system
- Understanding of the dynamics of working for a performing arts organisation
- Understanding or background in classical music

9. PERSONAL CHARACTERISTICS

- An aptitude for working in a busy environment demonstrating initiative, drive and creative problem solving
- Excellent organisation and time-management skills
- The ability to work under pressure to meet deadlines
- Excellent attention to detail
- 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: | September 2024 |
| Conducted by: | Customer Experience Manager People & Culture Business Partner |

For further information on the position and details of the application process please contact Alex Fitzgerald, People and Culture Business Partner fitzgeralda@mso.com.au