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## **BOX OFFICE ATTENDANT POSITION DESCRIPTION (CASUAL)**

MAY 2017

### **POSITION CONTEXT**

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#### **Purpose**

The Box Office Attendant is responsible for selling tickets for all Brisbane Powerhouse events, and is the first point of contact for patrons entering the building. The Box Office Attendant provides excellent customer service to all customers and stakeholders, both internally and externally. Working hours may vary between day and evening shifts.

#### **Reporting Relationship**

The Box Office Attendant reports to the Assistant Box Office Manager and Box Office Manager.

#### **Financial Delegation**

The Box Office Attendant does not have a financial delegation.

#### **Award**

Live Performance Award 2010.

### **KEY ACCOUNTABILITIES**

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- Process phone, counter and internet sales.
- Act as the first point of contact of patrons arriving to Brisbane Powerhouse; greeting patrons and providing information and directions.
- Provide excellent customer service to all customers, including patrons and Brisbane Powerhouse staff, partners and tenants.
- Check [info@brisbanepowerhouse.org](mailto:info@brisbanepowerhouse.org) and [boxoffice@brisbanepowerhouse.org](mailto:boxoffice@brisbanepowerhouse.org) emails and respond to patron communication in a timely manner.
- Undertake administrative duties including ticket printing, reservations management, school bookings, ticket filing, exchanges, refunds, gift vouchers, patron complaints, recording and distributing meeting minutes.
- Undertake reception duties including but not limited to phone call filtering and transferring and preparation of outgoing mail.
- Assist with extra duties and tasks as required (including pulling daily sales and end-of-day reports, cleaning data, holding and releasing tickets, settling the eftpos machine, event builds, processing mail outs).

### **KEY SELECTION CRITERIA**

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- Previous experience in a ticketing outlet or box office.
- Computer literacy with exposure to ticketing software and understanding of Excel.
- Well developed analytical and problem solving skills.
- The ability to effectively manage competing priorities and commitments.
- Demonstrated ability to contribute positively to a team and encourage improvement.



- High level of communications skills.
- Strong attention to detail.

**TO APPLY**

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To apply for this role, please forward a cover letter addressing the Selection Criteria and your curriculum vitae to our Box Office Manager, Paul Lin at [paul@brisbanepowerhouse.org](mailto:paul@brisbanepowerhouse.org).

Applications for this role close at 5pm on Friday 19 May 2017.

Applicants should be available for interview between 23 and 26 May 2017 and available for training from 29 May 2017.