

THEATRE WORKS

14 Acland Street, St Kilda VIC 3182
P: (03) 9534 4879 ABN: 38 005 776 483

JOB DESCRIPTION

Box Office Manager/ Administration Coordinator

Part-time position (15 hours)

Reports to: General Manager, Theatre Works

This position is responsible for administering office functions to support the day-to-day operations of Theatre Works. The Box Office Manager /Admin. Coordinator is part of a busy team comprising full-time CEO/ Creative Director, General Manager, Production/Venue Manager and part-time Finance Administrator.

Key Responsibilities:

Ticketing:

- Manage Theatre Works ticketing:
 - Liaise with hirers and co-producers on pricing and other ticketing related matters
 - Manage the Theatre Works telephone booking line and online ticket purchasing for all Theatre Works productions, workshops, education bookings and outside hires
 - build events in SABO
 - manage & generate data reporting
 - generate & circulate ticket sales reports
 - **take and track opening night RSVP's (but for media)**
 - take and manage complimentary and house seat ticket orders
 - trouble shooting issues as they arise

Operations Co-Ordination:

- Manage all production settlements in consultation with the General Manager and Finance consultant
- Co-Ordinate Theatre Works Masterclasses
- Manage website updates and publicity record keeping
- Support general office functions including answering office telephone and general email enquiries, filing, office equipment upkeep, supplies.
- Manage petty cash floats and banking
- Support the Creative Director/CEO and General Manager as required

Marketing/ PR:

- Contribute to the development of marketing strategy
- Manage the implementation of marketing campaigns in consultation with pro-bono marketing partner Willett Marketing and the General Manager
- Manage the implementation of social media marketing in consultation with Willett Marketing and the General Manager and Creative Director/CEO
- Manage ticketing requests for opening nights, seasons and promotions

Front of House:

- In consultation with the Production/Venue Manager, coordinate front of house operations, including ordering (food and beverages), stock take, program sales
- Working closely with the casual Front of House Manager and Production/Venue Manager recruit and supervise Front of House box office staff and ushers, including induction, training and RSA
- Coordinate usher list in consultation with the Production/Venue Manager
- Liaise with Production/Venue Manager on OH&S and emergency procedures to maintain currency and ensure staff are properly inducted
- Oversee front of house timesheets and processing for Finance Administrator
- Manage front of house and box office budgets and reports

Selection Criteria & Application information	
Essential Criteria and Attributes	<ul style="list-style-type: none"> • High level of competence in SABO or similar ticketing system • High level of written and communication skills • Thorough competency in current office software and ability to • Ability to prioritise and work independently • Highly organised & experience in a busy office environment • Commitment to transparency, authenticity and teamwork
Desirable Criteria and Attributes	<ul style="list-style-type: none"> • Experience in website maintenance or the interest and capacity to learn it • Experience in people management or the interest and capacity to learn about it • Experience in marketing & communications or the interest and capacity to learn about it
Key Dates	<ul style="list-style-type: none"> • Applications Close May 12, 2017 with interviews to be scheduled soon afterwards • Desirable start date is June 12, 2017
Indicative Terms	<ul style="list-style-type: none"> • This is a casual appointment. • minimum hours are estimated at 15 per week to be scheduled in consultation with the successful applicant.
Applications to	<ul style="list-style-type: none"> • Applications comprising a resume and a cover letter addressing the selection should be sent to gm@theatreworks.org.au