

Box Office Manager

ROLE DESCRIPTION

TITLE	Box Office Manager
HOURS	Casual (8 to 10 hours per week from July, up to 38 hours 6 -10 September and additional during post Festival week)
SALARY	\$29.00 per hour (plus casual leave loading) plus superannuation
REPORTS TO	Marketing Manager
KEY RELATIONSHIPS	Marketing Manager General Manager
DIRECT REPORTS	Assistant Box Office Manager Marketing Interns Box Office Volunteers
CONTRACT TERM	Casual July 2017 – September 2017

KEY ACCOUNTABILITIES

Festival Sales Management

- Working with the Marketing Manager to create separate event subscriptions and ticket builds for the main Festival programs.
- Support the Marketing Manager to manage checks, controls and edits of all ticketed event builds pre, and during the on-sale period.
- Managing sales related customer enquiries, via phone, online and in-person, during the sales period.
- Understand and implement quality controls through strict adherence to UPLIT sales and customer service policies.
- Liaise with Marketing Manager to work effectively within volunteer rostered periods.
- Support the Marketing Manager to create and implement box office sales processes as it relates to existing UPLIT Policy, including managing relevant booking forms and formats, volunteer logins, and patron enquiries.
- Maintain effective communication with UPLIT staff as appropriate to report box office resource and financial requirements accurately and as they arise.
- Provide up-to-date reports on session sales and capacity to Marketing and venue managers as required.
- Maintain efficient, accurate reporting to Box Office Assistant Manager at the change-over of Festival shifts.

Marketing Support

- Support the Marketing Manager to implement digital marketing strategies.
- Assist with monitoring social media strategy implementation including Facebook, Twitter, Instagram and other channels.
- Support the Marketing Manager in the creation and distribution of EDMs including sourcing and creating content adhering to brand culture and message as directed.
- Update event content on the website as directed.
- Support the Marketing Manager to create regular updates and brand aligned content for website as directed.
- Support in maintaining the patron database as required.

Operational and Finance

- Ensure strict adherence to all financial processes as directed by the General Manager.

UPLIT

- Assist the General Manager with information on on-site cash requirements and information for accurate reconciliation at the end of each day during the Festival.
- Ensure the safety of the box office personnel and equipment through adherence to policy.

Volunteer Management

- Provide Volunteer training session in accordance with mandatory requirements for box office volunteers with assistance from the Marketing Manager.
- Ensure that Volunteers are appropriately supported in the box office with assistance from the Volunteers Coordinator and the Marketing Coordinator. This may include:
 - Relieving volunteers who are handling difficult customers or customer complaints;
 - Ensuring volunteers have sufficient breaks and access to volunteer catering;
 - Processing sales and dealing with customers correctly.

The Person

UPLIT is offering an outstanding individual with skills and experience in managing and driving sales to targets and providing excellence in customer service for large-scale cultural events the opportunity to manage the Box Office and support the digital marketing campaign for the Brisbane Writers Festival 2017.

Key characteristics

- Strong work ethic and ability to work under pressure.
- Passion for exceptional customer service, excellent interpersonal and communication skills, and a meticulous eye for detail.
- Proven track record of managing a responsive, accurate and positive box office environment for both employees and customers.

Attributes

- Experience managing small teams during live events, ideally within a Festival context.
- Demonstrated understanding of active promotion and up-selling while developing positive customer relationships.
- Willingness to collaborate with and support intersecting priorities of various departments to ensure a successful Brisbane Writers Festival.
- A comprehensive understanding of the Brisbane Writers Festival program including artists and venues (once employed).
- Understanding and commitment to the principles of OH&S.

Selection Criteria

- Demonstrated experience with online sales platforms, ticket sales and Box Office Management systems.
- Demonstrated experience driving sales through digital media channels.
- Demonstrated experience providing high quality customer service in a high-pressure environment.
- Proven skills in managing teams of varying abilities to deliver high quality customer service through positive motivation and respect.
- Demonstrated ability to work as part of a team under pressure towards achieving excellence.
- High level communication skills
- IT proficiency (UPLIT works with various online systems including MS Office, Office365 and online databases and record keeping systems).

Desired:

1+ year(s) experience in a box office management position and experience with Ferve online ticketing system.

Application Process

To apply for this role, please email the following to the General Manager, Tanya Reason on tanya.reason@uplit.com.au:

1. A covering letter addressing the selection criteria and your appropriateness for the role
2. A current resume
3. Contact information for 2 referees (name, title and organisation, relationship to the applicant and contact phone number and email address)

The closing date for application is Friday 7 July 2017. We expect to interview candidates during the week beginning 10 July 2017.

All short-listed candidates will be contacted by phone or email. We regret that we are unable to reply to unsuccessful applicants.

Thank you for your interest in working with UPLIT. We look forward to receiving your application.