

## POSITION DESCRIPTION

<b>Position title</b>	<b>Box Office Manager</b>
<b>Employer</b>	Melbourne International Comedy Festival
<b>Reports to</b>	Ticketing Manager, Deputy Ticketing Manager & Assistant Ticketing Manager
<b>Full time equivalent</b>	17 Mar – 23 Mar 2025: 1.0 FTE 24 Mar – 20 Apr 2025: 1.2 FTE
<b>Position reports</b>	Box Office Casual Staff
<b>Place of work</b>	Box Office, Melbourne Town Hall Call Centre, 240 Exhibition Street

### **Melbourne International Comedy Festival**

Melbourne International Comedy Festival is one of the world's great comedy festivals and one of Australia's largest and most loved cultural events.

Conceived to promote the comedic arts in Australia, the Melbourne International Comedy Festival has earned its global reputation through creative, eclectic programming. The organisation is active year-round with national and international touring, educational and artistic development programs complementing the presentation of the annual four-week festival.

The Festival values and encourages inventiveness, diligence and respect for all. Melbourne International Comedy Festival staff contribute as a team to the production of the Festival and have the opportunity for input in a variety of areas. An ability to communicate effectively and collaborate in a way that enables efficient and professional delivery of all aspects of the Festival's operations is essential.

### **Position Summary**

The Box Office Managers are fixed term positions contracted annually.

The Box Office Managers are responsible for the supervision of the Festival's Main Box Office and Call Centre. They play a key role in the successful delivery of box office operations and customer support. Shift patterns offer an even split between the main box office and call centre locations.

The duties of the Box Office Managers refer to all Festival Managed Venues, all Festival managed box office outlets, and all independent shows ticketed through the Festival ticketing service. Festival Managed Venues include Melbourne Town Hall, Chinese Museum, Swiss Club, Max Watt's, The Victoria Hotel, The Westin Melbourne and other places from time to time.

### **Key Relationships**

#### Internal

- Ticketing Manager, Deputy Ticketing Manager, and Assistant Ticketing Manager
- Box Office Supervisors and Box Office Staff
- Venues Manager and front of house team

#### External

- Producers, artists and promoters
- General public and ticket holders

## **Key Responsibilities**

### Pre-Festival:

- Support the Ticket Management team in a customer service capacity, fielding ticketing calls from the public. This period will also be used as a training platform for advanced ticketing processes.
- Assist the Ticket Management team to deliver pre-Festival Red61 briefing and training.

### Staffing:

- Serve as a primary point of contact for Box Office Staff for any information and support they may require.
- Assist in managing the Box Office Staff roster, including replacing shifts and ensuring all shift information is up to date. Provide feedback to the Ticketing Manager if shift lengths need to be reduced, increased or extra staff rostered for peak periods.
- Ensure box office staff sign in and out for each shift and authorise staff timesheets using the Deputy rostering system.

### Box office:

- Along with the other Box Office Manager, oversee the daily running of the Main Box Office, including opening or closing, as required.
- Ensure all box office locations operate to a high standard. This may include technical troubleshooting, problem solving, and ensuring spaces are kept tidy.
- Provide pro-active assistance to all patrons and ensure Box Office Staff are familiar with, and actively promote, all shows.
- Direct and assist patrons with any reasonable requests and act as a general information source about the Festival.
- Liaise with the Venues Manager regarding daily run sheets to monitor any Festival managed show anomalies.
- Assist with the daily counting and banking of all box office income across Festival Managed Venues as per cash handling guidelines and procedures. *Failure to adhere to cash security procedures appropriately or failure to report breaches of procedure will be considered grounds for immediate dismissal.*
- Limit access to box office areas. In collaboration with venue security and Front of House teams, monitor crowd conditions and take action to prevent incidents. Escalate incidents to management teams where appropriate and provide a written report of any incidents/hazards to the Ticketing Manager.
- As performances sell out, ensure display screens in box offices are updated and Front of House staff notified. Provide ticketing numbers to Front of House staff as directed.
- Sell tickets and speak to customers where required, particularly during busy periods.

### Call Centre

- Along with the other Box Office Manager, oversee the Festival's Call Centre, by way of assisting call centre staff with any complicated questions and helping take phone calls when busy.
- Manage the customer service inbox, ensuring all enquiries are responded to in a timely manner and requests are processed according to Festival policies and procedures. Complex issues or complaints should be escalated to management, and non-ticketing enquiries directed to the relevant department.
- Coordinate Box Office Staff in processing bulk ticketing tasks around other work (e.g. large event cancellation refunds).
- Take charge of accessibility bookings, including monitoring access notes and making sure all Box Office Staff are aware of the procedures involved.

#### Policy and Procedure:

- Ensure all Melbourne International Comedy Festival policies and procedures are adhered to.
- Maintain rigorous confidentiality regarding all Melbourne International Comedy Festival business and not discuss such business with persons other than appropriate Board or staff members unless authorised by the Festival Director.
- Prior to completion of contract, prepare a Post-Festival report for the Melbourne International Comedy Festival records. The report should address all issues affecting the duties of Box Office Manager and include recommendations and examples of all produced documentation and brief reviews of Box Office Staff performance.

#### **Selection criteria for the position**

1. Demonstrated experience in events ticketing (Red61 ticketing system preferred).
2. Demonstrated experience in staff supervision or management and the ability to communicate clearly and effectively.
3. High level of organisational skills including logistics and scheduling.
4. Sensitivity to the needs of and handling of relations with artists and producers.
5. A high level of numeracy as well as advanced experience in Microsoft Word, Excel, Teams and Outlook.
6. Cash handling experience and a high level of numeracy and attention to detail.
7. Excellent customer service and problem-solving abilities.

#### **Personal attributes and desired experience**

- Excellent personal presentation including a proven high standard of oral and written communication.
- Ability to work efficiently and calmly under pressure in a busy environment.
- Discretion, confidence, tact and impartiality.
- Ability to deal with variety of stakeholders.
- Willingness to take and to give direction and work as part of a team, as well as coordinate shared workloads.
- Willingness to work in a festival cycle that involves work outside standard business hours.
- Sensitivity to the needs of and the handling of relations with artists.
- Patience, energy and a sense of humour.

## INHERENT PHYSICAL REQUIREMENTS

<b>Position Profile</b>
Position: Box Office Managers
Primary Actions: Administration, workstation/venue-based tasks, long hours on feet Secondary Actions: Manual handling – low to medium frequency and volume
Additional notes (varies depending on position): Customer communication and support, screen-based activities, travelling to multiple venues, printing, phone and email enquiries

<b>Action</b>	<b>Never</b>	<b>Occasional</b>	<b>Frequent</b>	<b>Continually</b>
Sitting			X	
Standing			X	
Walking			X	
Steps or stairs (MICF office and venues)			X	
Squatting or kneeling		X		
Bending or twisting		X		
Working with hands above shoulder height, reaching forwards or sideways		X		
Gripping or grabbing		X		
Fine hand coordination (computer typing)			X	
Eye coordination (computer screen)			X	
Lifting floor to waist, waist to height		X		
Lifting above shoulder height		X		
Carrying		X		
Pushing or Pulling		X		
Shift Work/Long hours			X	
Driving (as part of position)	X			

<b>Risk Management</b>	<b>Description</b>
Training	Adequate training for appropriate lifting techniques
Resources	Information on posture, breaks and exercises
Trolley	To transport medium to heavy items
Portable step ladders	To access shelves above shoulder height
Staff support	Recruit team members to assist manoeuvring an object
Ergonomic support	Options for ergonomic furniture if appropriate