



# THEATRE ROYAL

## SYDNEY

The **Box Office Assistant** is a **full-time** role as part of the customer facing team, providing a friendly and helpful welcome on behalf of Theatre Royal Sydney. Key roles and responsibilities include ticket sales and enquiries through all customer service channels including box office, phone and online. The Box Office Assistant will also assist customer's with general enquiries and promote the sale of products and services available at the Theatre to enhance the customer's experience.

As part of the Customer Experience team, the Box Office Assistant will contribute to the success of providing consistent, memorable and world class experiences to all stakeholders. As such, this role will be required to work flexibly depending on each production's requirements and performance schedule. This will include evenings and weekends.

For further information about this role, please refer to the [Position Description](#).

To submit your application, please submit your current resume to [trsrecruitment@trafalgarentertainment.com.au](mailto:trsrecruitment@trafalgarentertainment.com.au) with the Subject Line 'Box Office Assistant Application – Theatre Royal Sydney' by **Friday 1 July 2022, 5:00pm**.

Early applications are encouraged as suitable candidates may be invited to attend an interview prior to the closing date.

**Applications are open to those with full working rights in Australia. Theatre Royal Sydney is an Equal Employment Opportunity Employer.**



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### Position Description

**Job title:** Box Office Assistant, Theatre Royal Sydney (TRS)

**Reporting to:** Box Office Supervisor

#### Job Function

Effectively assisting the Ticketing Manager & Box Office Supervisor in running the box office, delivering the highest standard of customer service in order to maximise sales, productivity and occupancy of the venue.

#### Key Duties and Responsibilities

1. To respond to all customer queries effectively and efficiently, on the phone, in person and online providing exceptional customer experiences to increase sales and promote the theatre.
2. To have exceptional working knowledge of the ticketing software in order to provide support to customers booking online.
3. Working productively under reasonable levels of pressure and completing tasks within specified deadlines.
4. Maintaining fruitful working relations with producers, their agents, internal customers and suppliers.
5. Adhering to all cash handling procedures and sharing accountability for cash reconciliation and the financial integrity of the box office.
6. Co-operating with other Box Office Assistants in sharing the tasks and duties required to run an efficient Box Office. In the absence of the Box Office Supervisor, ensuring that the box office is effectively staffed at all times in liaison with venue management.
7. Actively participating in training programmes.
8. Maintaining TRS standards of Customer Care. Actively promoting TRS and Trafalgar Entertainment.
9. Ensuring that accurate and complete customer data is collected at every opportunity.
10. Understanding access issues and anti-discrimination legislation. Treating accessibility patrons with tact and sensitivity.
11. Managing Producer and House Seats, Comp Requests, Group Bookings and other speciality ticketing requirements in a timely and accurate manner
12. To promote the sale of ancillary products such as F&B, packages and merchandise at every possible opportunity when available



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### **Additional Responsibilities**

The Box Office team will be required to work flexibly depending on each production's requirements and performance schedule. This will include evenings and weekends.

You may in certain circumstances be required to work within other areas including Front of House and Cloaking.

### **General**

- You are required to exercise total confidentiality, discretion and integrity regarding information acquired through the Company.
- You should carry out all reasonable requests on behalf of TRS and our producers, conducting business professionally in a courteous, considerate and co-operative manner.
- This job description is not an exhaustive document but reflects the current position and details may be changed in full consultation with the post holder.