



# THEATRE ROYAL

## SYDNEY

An opportunity exists for a Box office Assistant to join our vibrant team. This full-time **Box Office Assistant** role is 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 customers with general enquiries and promote the sale of products and services available at the Theatre to enhance the customer's experience.

The Box Office Assistant will contribute to the success of the venue by 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.

Previous experience in customer service is essential for this role as is proficiency in Excel and other Microsoft Office programs. We are looking for an individual who enjoys making customers happy, is solution focused, patient and a team player. Experience using HubSpot or other CRM systems would be an advantage.

We offer our team remuneration benefits such as additional parental leave benefits, access to our generous discount and reward scheme, ticketing perks as well as a supportive environment including development planning.

For further information about this role, please refer to the **Position Description** below.

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 **Monday 12<sup>th</sup> May 2024, 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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### Box Office Assistant

**Reporting to:** Ticketing Manager  
**Position type:** Full time  
**Location:** 108 King Street, Sydney

#### Our Company:

**Theatre Royal Sydney (TRS)** is one of Australia's oldest theatrical institutions, originating in 1832 with the current TRS built in 1976. In 2017, Trafalgar Entertainment became the new operators of TRS and after an extensive restoration period, the theatre reopened in December 2021. The iconic 1,200 seat theatre is an architectural masterpiece and centrepiece of theatre in Sydney's CBD. The theatre is home to a broad range of entertainment including dramas, plays, comedy and musicals.

By joining TRS, you are joining the leading international live entertainment company, **Trafalgar Entertainment (TE)**. Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is focussed on new productions, the distribution of live-streaming innovative content and the provision of amazing spaces where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres (comprising Trafalgar Theatre and Olympia Theatre in London, Theatre Royal Sydney, and 12 UK regional venues), Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Helen O'Grady Drama Academy, London Theatre Direct, Jonathan Church Theatre Productions and The Chiswick Cinema.

#### About the Role:

The **Box Office Assistant** acts as the main information point for the venue, communicating in person, over the phone or via email. The Box Office team comprises of permanent and casual roles which work on a rotating roster. Their main role is to provide a professional, customer focused and welcoming service for all visitors including hirers and public. They are expected to deliver the highest standard of customer service to maximise sales, productivity and occupancy of the venue.

The Box Office Assistant will contribute to the success of the venue by providing consistent, memorable and world class experiences to all stakeholders. As such, this role requires flexibility depending on each production's requirements and performance schedule. This will include evenings and weekends.

#### Equal Opportunities and Diversity:

We LOVE entertainment, and in our world, EVERYONE has a part to play.

Trafalgar Entertainment and its subsidiary companies are committed to ensuring that the organisation is truly inclusive, diverse and anti-racist, achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. We believe that all employees and customers are entitled to be treated with respect and dignity.



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### **Key Responsibilities:**

- 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.
- To have exceptional working knowledge of the ticketing software in order to provide support to customers booking online.
- Working productively under reasonable levels of pressure and completing tasks within specified deadlines.
- Maintaining fruitful working relations with producers, their agents, internal customers and suppliers.
- Adhering to all cash handling procedures and sharing accountability for cash reconciliation and the financial integrity of the box office.
- Taking direction from the Box Office Supervisor and 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 or Ticketing Manager, ensuring that the box office is effectively staffed at all times in liaison with venue management.
- Actively participating in training programmes.
- Maintaining TRS standards of Customer Care. Actively promoting TRS and Trafalgar Entertainment.
- Ensuring that accurate and complete customer data is collected at every opportunity.
- Understanding access issues and anti-discrimination legislation. Treating accessibility patrons with tact and sensitivity.
- Managing Producer and House Seats, Comp Requests, Group Bookings and other speciality ticketing requirements in a timely and accurate manner
- To promote the sale of ancillary products such as F&B, packages and merchandise at every possible opportunity when available
- Work in collaboration with the Marketing Executive to ensure industry best practice in use of the CRM
- Ensure you provide accurate and timely reporting for Venue Hirers and Management

### **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.



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### **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.

### **Work, Health & Safety:**

- To adhere to all Work, Health & Safety procedures to minimise the risk of injury and accidents
- To understand the WHS procedures and risk assessments and Theatre Royal Sydney's operational integration within 25 Martin Place
- To report any incidents, accidents and near misses to the Theatre Management
- To assist in completing departmental risk assessments and ongoing document and procedural review.
- To have a willingness to assist in case of emergency, administer First Aid and undertake regular First Aid Training as required
- Play an active role as part of the venue's Emergency Response Team and to ensure the safe execution of the Emergency Response Procedures Manual
- To attend and lead Work, Health & Safety training, as required