



Position Description – Theatre Royal, Hobart

Casual Box Office staff

Basis of employment:

Casual

Rostered hours are casual and based on staffing needs. The role requires a willingness to work flexible hours, including evenings and weekends.

Location:

29 Campbell Street, Hobart, Tasmania

About the Theatre Royal

Opening in 1837, Hobart's Theatre Royal has been the home of contemporary theatre in Tasmania for more than 185 years and is Australia's oldest working theatre. This 700-seat heritage treasure occupies an important place in the hearts of Tasmanians and many visitors to Hobart.

Since 2020, the Theatre Royal has also occupied the Hedberg, a new state-of-the-art facility shared with the University of Tasmania's Conservatorium of Music. Three levels of foyers and bars, and a new 285-seat Studio Theatre, have brought new life to the organisation, and new opportunities to engage our audiences.

Every year, the Theatre Royal curates an annual season of contemporary performance and events, which aims to present high calibre experiences that our audiences would not otherwise have the opportunity to see. We also service a high level of activity by external producers and promoters, hiring our venues, delivering ticketing and front of house services, technical production and marketing support.

We play an increasingly important role as a place for local artists and companies to develop and showcase new work, and as an employer and training ground for Tasmanian cultural workers.

Purpose of the position

Casual Box Office staff members will provide a high standard of service and support to customers, clients, producers, partners and the Theatre Royal team members.

Reporting relationships

- Box Office Casual Staff report directly to the Box Office Coordinator and ultimately to the Ticketing Manager.
- The position works closely with staff from other departments – Customer Services, Programming, Marketing, Business Development and Finance.

Key duties and responsibilities

- Demonstrate excellent customer service skills, responding professionally, promptly and efficiently to customer's service requests and requirements.
- Process sales and provide support to customers at the box office counter, via the phones, email and hard mail enquiries. This includes sales of tickets, donations, memberships, merchandise and vouchers.
- Provide subscription discounts to subscribers, members and other affordable ticket scheme members.
- Process school and education bookings to ticketed events, along with linked public programming or satellite events.
- Provide accessibility information and booking advice for customers, including access, wheelchair bookings, guide dogs and hearing loop bookings.
- Operate ticketing workstations and software, including Microsoft 365 applications, web phone systems and processing payments via eftpos terminals.
- Ensure customer data is collected, updated and edited accurately at the point of sale.
- Provide administrative support to the Supervisor, Coordinator or Ticketing Manager as required.
- Assist with daily reconciliations and banking tasks.
- Provide basic reports and information to the Theatre Royal team, including Customer Services, Marketing, Programming and other departments as required.
- Accurately & promptly relay any complaints or potential issues to the Box Office Coordinator or Ticketing Manager.
- Other duties as directed by the Theatre Royal Ticketing Manager, Coordinator or Supervisor.

Selection criteria

1. Excellent customer service skills including clear and accurate communication, a positive attitude and a professional phone manner.
2. Proven ability to problem solve and remain calm in pressured environments.
3. Proven competence in office administration environments with good organisational skills
4. Proficient in the use of computers, software and Microsoft products.
5. A keen attention to detail.

Desirable

1. Previous experience in customer service roles
2. Experience working with ticketing systems or in box office roles
3. Previous experience working in the arts

Diversity and inclusion

The Theatre Royal is committed to equity and inclusion and welcomes applications from Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with a disability, mature age workers, and lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI+) people.

How to apply

Applications should include:

1. A cover letter outlining how you meet the selection criteria
2. A current CV with two referees who can comment on your competency regarding the selection criteria (no more than 3 pages)

Please combine into one pdf document and email to workwithus@theatreroyal.com.au

by **5pm on Wednesday 22 January 2025**.

For enquiries about the role, please contact:

Theatre Royal Ticketing Manager, Meyrick Harris at meyrick@theatreroyal.com.au
