

# The PumpHouse Theatre

## Box Office Coordinator Position Description

Hours of work	30 hours per week (Monday to Friday)
Reports to	Business Manager
Hourly Rate	From \$20.00 per hour

### Purpose of this role

The Box Office Coordinator facilitates ticket sales to events at The PumpHouse Theatre on behalf of our hirers. They are the main point of contact for patrons buying tickets, will liaise with hirers and producers to ensure ticketing information is accurate, and mentor the casual box office team.

The Box Office Coordinator also assists with implementing some of The PumpHouse's marketing activities such as sending email newsletters, updating our website and social media pages and sending content to print media.

### Ideal Candidate

- Knowledge or experience operating a box office and/or ticketing events
- Excellent customer service skills
- Strong networking and stakeholder engagement skills
- Able to write efficiently to promote events – some knowledge of marketing concepts a bonus
- Knowledge of social media including Facebook, Twitter, Instagram, Pinterest and an understanding of how each one works to engage with audiences

Key Accountabilities	Key Tasks	Success Indicators
<p><b>Ticket Sales</b></p> <p><i>The PumpHouse Theatre provides a quality ticketing service for patrons and hirers</i></p>	<ul style="list-style-type: none"> <li>• Oversee all ticket sales via all channels, including internet, phone and in person at set box office times</li> <li>• Setup ticket sales in the relevant box office system, including any discounts or special code offers</li> <li>• Manage all school and large group bookings.</li> <li>• Manage all gala night and complimentary ticket bookings</li> <li>• Roster, train and mentor casual box office staff in conjunction with the Business Manager</li> <li>• Support the Community Engagement Coordinator to manage the ticket sales process for schools, large groups and workshops</li> </ul>	<ul style="list-style-type: none"> <li>• Ticket sale records are accurate, and information is recorded correctly</li> <li>• Patrons rate the service received from the box office highly in satisfaction surveys</li> <li>• Sufficient box office staff are trained and available to cover all box office and ushering shifts</li> <li>• The patron database is accurate and free from duplicates</li> <li>• Overall increase in the number of group bookings facilitated by The PumpHouse box office is observed</li> <li>• Invoices are sent following standard practice and payments for events are made and recorded by the due date</li> </ul>

Key Accountabilities	Key Tasks	Success Indicators
<p><b>Hirer Liaison</b>  <i>The PumpHouse has effective systems to receive ticketing information from hirers</i></p>	<ul style="list-style-type: none"> <li>Facilitate the supply of ticketing information from hirers that meet The PumpHouse's needs</li> <li>Share best practice guides and information about ticket sales with hirers to support The PumpHouse's promotional activities</li> </ul>	<ul style="list-style-type: none"> <li>Tickets for events are on sale at least <b>two</b> months before opening, or as soon as possible after hirer details are confirmed by the Business Manager</li> <li>Where possible, hirers provide collateral (e.g. artwork, posters and flyers) that meets The PumpHouse needs</li> </ul>
<p><b>Customer Service and Reception</b>  <i>Visitors to The PumpHouse are welcomed and safe</i></p>	<ul style="list-style-type: none"> <li>Greet all visitors to The PumpHouse in the Box Office and ensure they complete relevant Health and Safety and sign-in procedures</li> <li>Collect and respond to email and phone messages</li> <li>Ensure the box office / reception area is clean, tidy and welcoming</li> </ul>	<ul style="list-style-type: none"> <li>All visitors and contractors sign-in to the building at all times</li> <li>Emails and phone messages are responded to on the next working day</li> </ul>
<p><b>Marketing and Promotion</b>  <i>The PumpHouse Theatre has an effective and consistent approach to promoting our programmes</i></p>	<ul style="list-style-type: none"> <li>In conjunction with the Business Manager, implement the marketing plan for upcoming shows at The PumpHouse Theatre</li> <li>Support the Business Manager and Community Engagement Coordinator to implement marketing plans for events produced by The PumpHouse</li> <li>Update and maintain event pages on The PumpHouse website</li> </ul>	<ul style="list-style-type: none"> <li>All assigned marketing or promotional tasks are completed by their relevant due dates and to a high standard</li> <li>Event pages on The PumpHouse website are up to date at all times</li> </ul>
<p><b>Reporting</b>  <i>The PumpHouse Theatre is accountable for investment made in marketing and promotional activities</i></p>	<ul style="list-style-type: none"> <li>Provide monthly reporting about achievements and outcomes to the Business Manager</li> <li>Complete monthly box office reconciliations in conjunction with the Office Administrator and/or Treasurer</li> <li>Contribute to regular reviews of marketing and promotional activities</li> </ul>	<ul style="list-style-type: none"> <li>Monthly reports are received by the Business Manager on the second Monday of the month</li> <li>Monthly audit procedures are completed to ensure box office reconciliations are completed accurately</li> </ul>

Key Competencies	
Relationship Management	Represents The PumpHouse and its hirers with enthusiasm. Proactively builds and maintains productive working relationships with a range of stakeholders. Has an awareness of the needs of diverse communities and responds appropriately.
Project Management, planning and organisation	Demonstrates a clear understanding of planning and efficient time management to ensure projects are delivered on time. Develops systems and documentation to support project planning.
Communication	Has a good level of written and verbal communication skills such that interactions with stakeholders are at all times professional and polite. Open, honest and confident in public settings. Willing and able to interact with stakeholders.
Team Work	Contributes to and supports the aims of the North Shore Theatre and Arts Trust Board. Empowers and supports colleagues and Board members by working together collaboratively with a solution focus.
Technical Knowledge	Confident using Word, Outlook, Excel and appropriate publishing software. Willing and able to learn to use Patronbase or other ticketing software. Knowledge of social media and associated tools such as Facebook, Twitter and Instagram. Knowledge of basic marketing concepts an advantage.