



## ARTS AND CULTURE TRUST

# JOB DESCRIPTION FORM

## POSITION DETAILS

<b>Position Title</b>	Ticketing Sales Representative
<b>Position Number</b>	Various Casual Positions
<b>Classification Level</b>	Level 3
<b>Award/Agreement</b>	Perth Theatre Trust Venue Management MEAA Agreement 2019, or any other prevailing industrial instruments
<b>Division</b>	Arts and Culture Trust
<b>Branch/Section</b>	Venue Operations
<b>Physical Location</b>	Perth
<b>Effective Date</b>	7/09/2022
<b>Employment Type</b>	Casual
<b>Employment Status</b>	Casual

## REPORTING RELATIONSHIPS

### POSITION REPORTS TO

Box Office Supervisor His Majesty's Theatre	13412	Level 5 VMA
Box Office Supervisor Subiaco Arts Centre	13410	Level 5 VMA
Box Office Supervisor State Theatre Centre	13413	Level 5 VMA

### POSITIONS REPORTING TO THIS POSITION

Nil

## PURPOSE OF THE POSITION

Provide high quality customer service and ticketing expertise to customers and stakeholders.

## DUTIES OF THE POSITION

This section outlines the essential results and outcomes required of an individual in this position.

1. Provides high quality ticketing sales and service to customers whilst ensuring the integrity of the Trust and presenters' event requirements.
2. In liaison with the Box Office Supervisor, balance and reconcile receipts and ticket sales generated during each shift.
3. Assist with the presentation, general resource allocation and stock (general administrative and marketing) requirements of the Box Office.
4. Identifies and resolves challenging situations as they arise both internally and externally.
5. Participates in training as directed by the Box Office Supervisors, Venue Managers, and Assistant Manager Ticketing Services.
6. Liaise with the Box Office Supervisor to ensure ongoing development and improvement of Box Office procedures.
7. Other duties as required that fall within the parameters of the position.

## COMPLIANCE AND LEGISLATIVE KNOWLEDGE

1. Complies with the Code of Conduct, policies and procedures and relevant appropriate legislation; and
2. Meets Occupational Safety and Health, Equal Opportunity, and other legislative requirements in accordance with the parameters of the position.

## WORK RELATED REQUIREMENTS

This section outlines the requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position.

### ESSENTIAL

#### 1. Role Specific

- Experience with handling and balancing credit cards and cash.
- Good computer skills (including Microsoft Office 365).

#### 2. Shapes and Manages Strategy

- Good time management, prioritisation, and problem-solving skills.

#### 3. Achieves Results

- Ability to represent the Trust and its Presenters by providing detailed and accurate information and product knowledge to the general public.

#### 4. Builds Productive Relationships

- Ability to remain professional in a pressurised environment.

#### 5. Exemplifies Personal Integrity and Self-awareness

- Ability to understand and operate within the mission, vision, and values of the Department.

#### 6. Communicates and Influences Effectively

- Demonstrated communication and customer service skills.

## DESIRABLE

### Other skills, experience, and knowledge desirable in the role

1. Experience using the Tessitura Ticketing & CRM platform.
2. Experience in using commercial ticketing platforms.
3. Experience working in front-of-house or sales and customer service roles in a (performing) arts environment.

## ELIGIBILITY SPECIALISED - SKILLS / TRAINING REQUIREMENTS

### SPECIAL CONDITIONS

Available to work outside normal business hours on evenings and weekends.

### APPOINTMENT IS SUBJECT TO

100 Point identification check.

Criminal History Record Check: An acceptable National Police Certificate (police clearance), or equivalent, is an essential pre-employment requirement and must be obtained prior to commencement (within the last 6 months).

### TRAINING

Complete induction within three months of commencement.

Complete Accountable and Ethical Decision-Making Training within 6 months.

Complete any training specific to the role required by Departmental policy.

## CERTIFICATION

*The details contained in this document are an accurate statement of the duties, responsibilities, and requirements of this position.*

**Corporate Executive Representative Signature** Enter text.

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**Date** Enter a date.

*I have read and accept the responsibilities of the Job Description Form. The position's duties are to be performed in accordance with the Department's Code of Conduct.*

**Employee Signature** Enter text.

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**Date** Enter a date.

## ABOUT THE ARTS AND CULTURE TRUST

The Arts and Culture Trust (ACT) was established on 1 July 2022 when the Arts and Culture Trust Act 2021 was proclaimed, replacing the Perth Theatre Trust (PTT).

The ACT will continue to manage the theatres formerly managed by PTT:

His Majesty's Theatre

Subiaco Arts Centre

The State Theatre Centre of Western Australia

The Albany Entertainment Centre

The new authority will oversee all types of art and cultural assets other than just theatres, and apply a State-wide lens to engagement, business activities and presentation of productions for the arts and the community.

ORGANISATION	MISSION	VISION	VALUES
Arts and Culture Trust	To offer wide-ranging arts experiences in well-managed venues	To have vibrant, full theatres	Creativity Respect Service