



## POSITION DESCRIPTION

<b>Position Title:</b>	Box Office and Ticketing Officer		
<b>Classification:</b>	Band 4	<b>Status</b>	Full Time
<b>Group:</b>	Community and Planning Services	<b>Business Unit:</b>	Arts, Advocacy and Social Strategy
<b>Reports to:</b>	Senior Curation and Programming Officer		
<b>Direct Reports:</b>	N/A	<b>Date:</b>	20 January 2025

## ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council’s vision while maintaining a healthy, engaging, and inclusive workplace.

## POSITION OBJECTIVES

As one of the first contact points to community members with the Cardinia Cultural Centre (CCC), this position is integral to customer service at the front counter and the administration responsibilities of the CCC.

## KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Deliver a positive customer experience through face-to-face contact predominantly at Cardinia Cultural Centre and from time to time at other Council facilities as required via telephone, mail, email, online and other electronic media.
- Respond to enquiries, including accurate and relevant information that upsells or makes applicable recommendations leading to increased business for the CCC.
- Perform duties within agreed customer service levels to improve the reputation of the CCC and Council.
- Relay community feedback/suggestions regarding services, events and Council procedures to Senior Operations Officer.

## **POLICY AND PROCEDURE COMPLIANCE**

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures, and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

## **OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES**

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Responsible for a float (when operating on the service counter) and for the accurate entering and reconciliation of all financial transactions daily.
- Advising and reporting on issues to management in relation to Council services and customer service issues in general.
- Freedom to act is limited by standards and procedures. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Freedom to act set by clear objectives with frequent consultation with supervisor and a regular reporting to ensure adherence to plans. May supervise resources and/or give support to senior employees.
- Decisions and actions taken are subject to review by senior employees/leaders.
- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Make operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.

## **JUDGMENT AND DECISION MAKING**

- Objectives of the work usually well defined, but method, technology, process or equipment must be selected from a range of available alternatives.
- Guidance and advice may be/usually is available within a timeframe to make a decision.
- May involve problem solving using guidelines, professional/technical knowledge or experience; problems may be complex, and solutions not related to previously encountered situations and require some creativity and originality.
- Guidance and advice is always available within time to make a decision.

## **SPECIALIST KNOWLEDGE AND SKILLS**

The following knowledge and skills are required to be utilised:

- Demonstrated skills in the provision of an excellent level of customer service, and delivery of this service in a positive and efficient manner to all internal and external customers.
- Ability to use technology across multiple platforms.
- Demonstrable ability to effectively communicate through several different channels (phone, face to face, online, email) and to explain details of events, payment processing requirements or other applicable points.
- Demonstrated experience in being responsible for the completion of end of day functions relating to the handling of cash, cheques, EFT, and other financial transactions.
- An understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals.

### **INTERPERSONAL SKILLS**

- The effective use of oral and written communications skills to achieve customer and corporate objectives.
- Able to provide excellent customer service to a diverse range of customers.
- The ability to work collaboratively in a busy team environment, and to foster teamwork behaviours.

### **MANAGEMENT SKILLS**

- Ability to organise/prioritise workloads to achieve set objectives with minimal supervision.
- Ability to evaluate a given situation and adopt appropriate problem-solving techniques.
- Demonstrated organisational and administration skills.

### **QUALIFICATIONS AND EXPERIENCE**

- Demonstrated experience in providing excellence in customer service to a diverse range of customers, preferably in an arts venue context.
- Experience working with a diverse range of computer and cash handling systems, including financial processing.
- Demonstrated experience working with staff from all levels in a large and diverse organisation.
- Demonstrable ability to effectively communicate through several different channels (phone, face to face, online, chat, email) and to explain details of events, payment processing requirements or other applicable points.
- Ability to evaluate a given situation and adopt appropriate problem-solving techniques.

### **KEY SELECTION CRITERIA**

- Ability to embrace the Cardinia values and keys to success.
- Demonstrated high level customer service skills to both internal and external customers preferably within a service delivery organisation.
- Ability to utilise relevant software and systems for financial processing.
- Ability to work effectively within a team and contribute to business improvements and team goals.
- Ability to prioritise, manage and complete multiple tasks within set time frames.

## **CONDITIONS OF EMPLOYMENT**

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

### **Tenure**

This is a full time on going position.

### **Pre-employment checks**

All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.