



Box Office Attendant

Role Description

THE ROLE

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| Role | Box Office Attendant |
| Location | Fringe Hub: Trades Hall, Cnr Lygon & Victoria Streets, Carlton, 3053, Queen Victoria Market and Federation Square Info Booth |
| Reporting to | Volunteer Coordinator and Ticketing Manager |
| Direct Reports | N/A |
| Lateral Relationships | Working closely with: Volunteer Coordinator, Ticketing Manager & Coordinators, Fringe Hub Duty Manager, Festival Administrator and volunteer cohort |
| Stakeholder Relationships | Producers, Artists, Customers |
| Role type | Unpaid/Volunteer |
| Volunteer period | 06/10/22 – 23/10/22 |

ROLE SUMMARY

Ticketing gives you a chance to be on the front line, as the face of the Festival. You will meet loads of new people, talk to them about Fringe shows and provide general information. This role demands commitment and reliability with computing. Money handling and interpersonal skills are also required. You will be trained on the ticketing system and a supervisor will always be on hand to help you out!

KEY DUTIES AND RESPONSIBILITIES

- Report to the Box Office Supervisor at the commencement of each shift
- Maintain high standards of organisational skills and administration processes
- Provide exceptional customer service to all patrons, staff and key stakeholders
- Become familiar with the Festival program in order to make confident recommendations
- Operate Melbourne Fringe ticketing system
- Print and allocate tickets as required
- Assist with complimentary and VIP ticket management
- Assist the Box Office Supervisor with duties as required
- Cash handling/transactions