



<b>Position title:</b>	<b>Box Office Supervisor</b>
<b>Reports to:</b>	Sales & Ticketing Manager
<b>Contract dates:</b>	Monday 25 July to Sunday 11 September, 30 hours per week, more during festival weekend
<b>Salary:</b>	\$32 per hour including statutory superannuation
<b>Location:</b>	Melbourne CBD based
<b>Additional allowances:</b>	The Box Office Supervisor will receive an MWF Staff Pass providing access to all Festival events.

Melbourne Writers Festival (MWF) brings writers and readers together to be inspired, challenged and thrilled by an intelligent, rousing and diverse program of books and ideas. Since 1986, the organisation has entertained hundreds of thousands of readers as Australia's boldest literary festival. Based in Melbourne, a UNESCO City of Literature, we provide the inspiration and framework for vital, timely conversations.

MWF runs 8 to 11 September 2022. This year, MWF will feature more than 100 live events, welcoming Australian and international authors, writers and speakers to venues large and small across greater metropolitan Melbourne. An additional digital program will bring the Festival directly to readers and literature lovers in an accessible, pay what you can program.

Melbourne Writers Festival is an Equal Opportunity Employer. Aboriginal and Torres Strait Islander people, people with disabilities including those who are deaf. LGBTQIA+ people, and culturally and linguistically diverse people are encouraged to apply.

#### **About the role:**

Reporting to the Sales & Ticketing Manager, the Box Office Supervisor is an essential role that supports the delivery of the MWF box office and ticket sales, from the Festival program launch through to the end of the Festival. The Supervisor assists in all aspects of ticket sales and customer service across the Festival, supports box office assistants and volunteers, and manages the box office when the Sales & Ticketing Manager is offsite. This is an opportunity for an enthusiastic, fast learner to develop their skills in festival ticketing and customer service in a dynamic and supportive environment.

#### **Key responsibilities / job requirements:**

- Administering overall box office functions using the Ferve ticketing system to maximise ticket sales including processing tickets, Festival passes, group bookings, exchanges and refunds
- Daily monitoring of the ticketing inbox; providing the timely, friendly and accurate responses to customer feedback and queries



- Providing excellent customer service to Festival patrons including the handling of customer complaints by email, phone and in person
- Recording of all complaints in the MWF complaints register for post-Festival debriefing
- Troubleshooting any technical problems, recording and reporting them to the Sales & Ticketing Manager
- Supervising, supporting and directing box office assistants and volunteers in sales, customer service, cash handling and the use of the Ferve ticketing system
- Ensuring the safe and secure provision of cash, credit card and EFTPOS sales and undertaking daily cash reconciliations
- Updating the Ferve ticketing system in consultation with the Sales & Ticketing Manager
- Assisting with complimentary ticket requests across the Festival

Extended hours and expanded duties may be required of this role during the Festival period.

**Key Selection Criteria:**

- Experience administrating ticketing systems – experience using the Ferve ticketing system is an advantage but not essential
- Experience in supervising or managing a team
- Intermediate computer skills, including CRM systems and Microsoft Office; ability to quickly learn and become proficient in new systems
- Experience in POS systems, cash-handling and the use of an EFTPOS machine
- Excellent customer service skills and experience in a sales or festival environment
- Strong organisational skills along with a proven ability to manage competing priorities and timelines

**How to apply**

To apply for this position, please send your CV and cover letter to [ticketing@mwf.com.au](mailto:ticketing@mwf.com.au) by 11.59pm, Sunday 3 July 2022.