

POSITION DESCRIPTION

Position title:	Box Office Casual
Reports to:	Sales & Ticketing Manager
Contract dates:	3 September to 11 September 2022
Salary:	\$28.95 per hour including statutory superannuation
Location:	Melbourne CBD based
Additional allowances:	Box Office Casuals will receive an MWF Staff Pass providing access to all Festival events excluding the MWF Gala and workshops.

ORGANISATION

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.

This year, MWF is planning a live festival with more than 100 events featuring Australian authors and a supplementary digital program for international authors. MWF Schools, Australia's biggest literary event for students, will also take place during the festival. MWF runs 8 to 11 September 2022.

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

ABOUT THE ROLE

Box Office Casuals help to deliver the MWF box office and ticket sales function during the Festival Period. They will be trained in the Ferve ticketing system and will assist with customer enquiries and ticket sales. They make up an important part of the visitor experience and are often the first people our patrons will interact with. We are looking for friendly, sociable people to make up this team. 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

- Using the Ferve ticketing system to maximise ticket sales including processing tickets, Festival passes, vouchers and donations
- Providing excellent customer service to Festival patrons, including the handling of customer complaints and escalating when necessary
- Answering festival related customer queries including directions to venues and event/artist information
- Troubleshooting any technical problems and reporting them back to the Sales & Ticketing Manager
- Processing cash, credit card and EFTPOS sales

KEY SELECTION CRITERIA

- Experience working with ticketing systems – experience using the Ferve ticketing system is an advantage but not essential
- The ability to learn quickly and become proficient in new processes
- Experience in cash-handling and the **use** of an EFTPOS machine
- Excellent customer service skills
- A friendly and professional manner
- A commitment to making our festival a fantastic experience for the public, festival guests and staff

How to apply

To apply for this position, please send your CV and cover letter to boxoffice@mwf.com.au by 11.59pm, Monday 15 August 2022.