

POSITION DESCRIPTION

Position Title:	Ticketing Officer	Position Code:	6-TO
Division:	Community and Recreation	Grade:	C
Location:	Dubbo	Hours/Week:	35
Reports to:	Centre Coordinator		
No. Direct Reports:	Nil	No. Indirect Reports	Nil

Primary Purpose of Position

The Ticketing Officer is responsible for all aspects of the :

- Sale of tickets for shows and events, including face to face bookings, group bookings and subscriptions
- Setting up tickets for shows at DRTCC and foyer and online promotion of shows
- Handling telephone enquiries and customer service
- Reconciling cash drawers at the end of each shift
- Daily, weekly and annual reporting on ticketing statistics and trends
- Provide clerical support to Manager and Supervisor when required

Key Accountabilities / Duties

Key Result Area	Primary Activities
Box Office Operation	<ul style="list-style-type: none"> • Provide a high standard of customer service responding to customer enquires in person, via email and on the phone. Process ticket sales, group bookings and subscriptions and balance float and daily takings for banking
Theatre Foyer Presence	<ul style="list-style-type: none"> • Be present and accessible at Theatre Box Office during opening hours
Seat Advisor Box Office system	<ul style="list-style-type: none"> • Build shows and subscriptions for sale in Seat Advisor, issue complimentary tickets and administer special discounts and promotional strategies
Marketing and promotion	<ul style="list-style-type: none"> • Administer foyer and online show promotion
Online Content Management	<ul style="list-style-type: none"> • Set shows up for sale on-line and maintain up-to-date and accurate website content
Social Media Moderation	<ul style="list-style-type: none"> • Implement social media optimisation strategy and moderate social media applications
Analyse statistics, trends and reports	<ul style="list-style-type: none"> • Provide regular reports, statistics and sale updates to Management
Administration	<ul style="list-style-type: none"> • Provide clerical support to Supervisor and Manager and maintain record keeping and filing systems according to DRC policy and procedure

Inherent Requirements of the position

- Class C Drivers Licence
- A large majority of this role is office based, using computers/electronic systems, thus an inherent requirement of this position is the ability to complete sustained periods of work sitting at a desk utilising computers/electronic systems or other office based equipment
- This position is required to wear an approved DRTCC uniform at all times
- First Aid Certificate

Selection Criteria

Essential

1. Excellent communication, interpersonal and customer service skills
2. Proven experience in handling and reconciling financial transactions including cash, cheque and eftpos on a daily, weekly and monthly basis
3. Previous experience using computerised ticketing and/or event booking systems
4. Ability to work independently as well as a willingness to provide back up support to team members
5. Intermediate level computer skills and competence in the use of Microsoft based software packages
6. Attention to detail and accuracy and an aptitude for analysing statistics, trends and reports
7. Previous experience with web content management and social media applications
8. Flexibility to work occasional evenings and weekends

Organisation Wide Accountabilities

Corporate Values

All employees have a responsibility to uphold the values of Dubbo Regional Council being:

- Customer focused:
We are passionate about serving our community and creating a great place to live
- Integrity:
We act with integrity and professionalism and we are accountable to deliver the results we promise
- One team:
We work as one team and partner with others to deliver more than we can achieve alone

Work Health and Safety

All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture and Safety within 48 hours
- Participating in any WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace

	<ul style="list-style-type: none"> • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
Sustainability	Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.
Code of Conduct and Equal Employment Opportunity	<p>Staff will, at all times, adhere to:</p> <ul style="list-style-type: none"> • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: