POSITION DESCRIPTION

Position title	**Box Office Manager**
Employer	Melbourne International Comedy Festival
Reports to	Ticketing Manager, Deputy Ticketing Manager, Assistant Ticketing Manager, Ticketing Coordinator
Position reports	Casual Box Office Staff
Full time equivalent	5 weeks (5.8 weeks FTE)
Inherent physical requirements	An inherent physical requirements profile for this role is enclosed
Live Performance Award	Production and Support Staff – Level 6
Contract duration	15 Mar – 21 Mar 2027: 1.0 FTE 22 Mar – 18 Apr 2027: 1.2 FTE
Place of work	Box Office & Info Booth, Melbourne Town Hall Call Centre, 240 Exhibition Street, Melbourne

Melbourne International Comedy Festival

Melbourne International Comedy Festival is one of the world's great comedy festivals and one of Australia's largest and most loved cultural events.

Conceived to promote the comedic arts in Australia, the Melbourne International Comedy Festival has earned its global reputation through creative, eclectic programming. The organisation is active year-round with national and international touring, educational and artistic development programs complementing the presentation of the annual four-week festival.

The Festival values and encourages inventiveness, diligence and respect for all. Melbourne International Comedy Festival staff contribute as a team to the production of the Festival and have the opportunity for input in a variety of areas. An ability to communicate effectively and collaborate in a way that enables efficient and professional delivery of all aspects of the Festival's operations is essential.

Position objectives

The Box Office Managers are fixed-term positions contracted annually.

The Box Office Managers are responsible for the supervision of the Festival's Box Office & Info Booth and Call Centre. They play a key role in the successful delivery of box office operations and customer support. Shift patterns are evenly divided between the Box Office & Info Booth and Call Centre locations.

The duties of the Box Office Managers apply to all Festival Managed Venues, all Festival managed box office outlets, and all independent shows ticketed through the Festival ticketing service. Festival Managed Venues include Melbourne Town Hall, Chinese Museum, Swiss Club, Max Watt's, Trades Hall, The Victoria Hotel, The Westin Melbourne and other locations as required.

The Box Office Managers report to the Ticketing Manager, supported by the Deputy Ticketing Manager, Assistant Ticketing Manager and Ticketing Coordinator. Box Office Staff report to the Box Office Managers and Ticket Management team.

Initials: _____

Key relationships

Internal

- Ticket Management team
- Casual Box Office Staff
- Venues Manager and Front of House team
- Production Coordinators

External

- General public and ticket holders
- Producers, artists and promoters
- Melbourne Town Hall security

Key responsibilities

Staffing:

- Assist in delivering a casual staff training session prior to the Festival opening.
- Provide ongoing training for casual Box Office Staff, particularly on their first shift, to ensure they feel confident in their responsibilities.
- Serve as the primary point of contact for Box Office Staff, providing support and acting as an escalation point for more complex customer complaints.
- Assist with managing the Box Office Staff roster, including shift replacements, updating roster information and advising the Ticketing Manager of staffing requirements during peak periods.
- Ensure Box Office Staff sign in and out for each shift.
- Communicate with staff remotely through appropriate channels about any changes or anomalies during their shift.

Box Office & Info Booth:

- Prior to the Festival opening, undertake training from the Ticket Management team on advanced ticketing processes, box office operations, and organisational policies.
- Oversee the daily running of the Box Office & Info Booth, including opening or closing as required.
- Ensure all box office locations operate to a high standard. This may include technical troubleshooting, problem solving, and ensuring spaces are kept presentable to the public.
- Manage the display of artist posters inside and outside the Box Office & Info Booth, directing Box Office Staff to assist as needed.
- Offer proactive assistance to all patrons and ensure Box Office Staff are familiar with, and actively promote, all shows. Facilitate the distribution of artist flyers to patrons as needed.
- Assist patrons with requests, including wayfinding, and provide general Festival information.
- Assist in the setup of ticket scanners in consultation with the Venues Manager.
- Provide ongoing technical support to Front of House staff with ticket scanners.
- Assist with the daily counting and banking of all box office income across Festival Managed Venues in accordance with cash handling guidelines and procedures. *Failure to adhere to cash security procedures appropriately or failure to report breaches of procedure will be considered grounds for immediate dismissal.*
- Restrict access to Box Office work areas to authorised personnel only and keep screens displaying customer information out of public view.
- Monitor crowd conditions with Melbourne Town Hall Security and Front of House teams, helping to prevent incidents and escalating any issues to the appropriate management.
- As performances sell out, ensure display screens in box offices are updated. Provide ticketing numbers to Front of House staff as directed.
- Ensure information displayed on blackboards is updated each day and in a timely manner.
- Sell tickets and assist customers directly where required, particularly during busy periods.

Call Centre

- Oversee the Festival's Call Centre by assisting Box Office Staff with any complicated questions and taking phone calls during busy periods.
- Manage the customer service inbox, ensuring all enquiries are responded to in a timely manner and requests are processed according to Festival policies and procedures. Escalate complex issues or complaints to Ticket management or the relevant department.
- Coordinate Box Office Staff in processing bulk ticketing tasks (e.g. large event cancellation refunds).
- Manage the administration of accessible bookings, including monitoring access notes and ensuring all Box Office Staff are familiar with the relevant procedures.
- Liaise with external producers, in consultation with the Ticket Management team, regarding ticket requests made under exceptional circumstances, including refund requests and last-minute exchanges.

Policy and Procedure:

- Maintain rigorous confidentiality regarding all Melbourne International Comedy Festival business and not discuss such business with persons other than appropriate Board or staff members unless authorised by the Festival Director.
- Handle all customer information, including personal and payment details, securely and in accordance with Festival policies and procedures.
- Prior to completion of contract, prepare a post-Festival report for the Melbourne International Comedy Festival records. The report should address all issues affecting the duties of Box Office Managers and include recommendations and examples of all produced documentation and brief reviews of Box Office Staff performance.
- Other reasonable duties as determined from time to time by the Ticketing Manager.

Selection criteria for the position

1. Demonstrated experience in events and point-of-sale ticketing (Red61 experience preferred).
2. Demonstrated experience in staff supervision or management, with the ability to lead a team, delegate responsibilities and communicate clearly and effectively.
3. Strong organisational and logistical skills, including staff scheduling.
4. Cash handling experience and a high level of numeracy and attention to detail.
5. Excellent customer service and problem-solving abilities, including resolving issues in busy, public-facing environments.
6. Experience with Microsoft Office Suite (Word, Excel, Teams and Outlook).
7. Strong interpersonal skills, with the ability to interact professionally and sensitively with a diverse range of patrons, staff, artists and producers.
8. Demonstrated understanding of the importance of customer data privacy, confidentiality and secure handling of payment information.

Personal attributes and desired experience

- Practical judgement and common sense.
- Excellent personal presentation and a high standard of oral and written communication.
- Demonstrated experience with program management systems (Airtable preferred).
- Ability to work efficiently and calmly under pressure in a busy environment.
- Discretion, confidence, tact and impartiality.
- Ability to deal with a variety of stakeholders.
- Willingness to take and give direction, work as part of a team and coordinate shared workloads.
- Willingness to work in a festival cycle that involves work outside standard business hours.
- Sensitivity to the needs of artists and an ability to maintain positive working relationships with them.
- Patience, energy and a sense of humour.

INHERENT PHYSICAL REQUIREMENTS

Position Profile
Position: Box Office Manager
Primary Actions: Administration, office/workstation/venue-based tasks, long hours on feet Secondary Actions: Manual handling – medium frequency and volume
Additional notes (varies depending on position): Customer communication and support, screen-based activities, travelling to multiple venues

Action	Never	Occasional	Frequent	Continually
Sitting			X	
Standing			X	
Walking			X	
Steps or stairs (MICF office and venues)			X	
Squatting or kneeling		X		
Bending or twisting		X		
Working with hands above shoulder height, reaching forwards or sideways		X		
Gripping or grabbing		X		
Fine hand coordination (computer typing)			X	
Eye coordination (computer screen)			X	
Lifting floor to waist, waist to height		X		
Lifting above shoulder height		X		
Carrying		X		
Pushing or Pulling		X		
Shift Work/Long hours			X	
Driving (as part of position)	X			

Risk Management	Description
Training	Adequate training for appropriate lifting techniques
Resources	Information on posture, breaks and exercises
Trolley	To transport medium to heavy items
Portable step ladders	To access shelves above shoulder height
Staff support	Recruit team members to assist manoeuvring an object
Ergonomic support	Options for ergonomic furniture if appropriate