



adelaide symphony orchestra

Employment Opportunity: Box Office Assistant (Casual)

Adelaide Symphony Orchestra (ASO) is the largest performing arts organisation in South Australia and each year performs over 100 concerts across a diverse musical spectrum. With a number of performances & events offered each season and the upcoming launch of our subscription season, we are looking for organised, enthusiastic and experienced customer service individuals to join our team in the position of Box Office Assistant.

KEY RESPONSIBILITIES

1. Providing high level customer service to patrons at all times via all channels, including inbound and outbound sales telephone calls, as well as in-person interactions and email correspondence. Emphasis on service and sales information on all current ASO activities.
2. Processing tickets, bookings and subscriptions in accordance with computer system procedures through the box office.

At the performance venue

3. Opening and preparing the box office area, plus other preparation for venue opening as required.
4. Facilitate ticket sales and enquiries at the box office.
5. Ensuring that ticket-holders are aware of the conditions of sale and do not contravene these in any way (age restrictions, concession validity for example).
6. Cashing up at the end of each shift and ensuring all transactions are recorded and are accurate.
7. Ensuring that customer service is paramount including (where appropriate) dealing with customer complaints to a satisfactory conclusion
8. Maximising sales by up-selling events / products at every opportunity.
9. Ensuring robust information is collected for marketing purposes.

At Grainger Studio

10. Fulfilment of ASO subscription orders with customer follow up by phone/email as required.
11. Take inbound sales calls from subscribers and single ticket purchasers.
12. Make outbound sales calls to potential subscribers or single ticket purchasers.
13. Operate the 'subscriber lounge' for patrons visiting ASO including provision of tea & coffee on arrival, and individual assistance to subscribers tailoring bespoke subscription packages.
14. Perform duties of the receptionist as required to cover lunch breaks and other planned or unplanned leave.
15. Monitoring and first-level response of customer service emails.
16. Complete ticket exchanges for patrons.
17. Scanning and filing of subscription orders and/or other customer service paperwork and interactions (for example letters or emails).
18. Ensuring that the entrance foyer is clean and tidy during opening hours.
19. Ensuring that all publicity and signage and information on display is accurate, up-to date and in sufficient supply in leaflet racks and display boards where necessary.
20. Providing administrative support to the general office and dealing with general telephone enquiries.
21. Assisting with ordering of stock, stock counts and inventory entry as required.
22. Act as front-of-house assistant/usher at events (both ticketed and invitation) including ticket checking/scanning, seating assistance, enforcement of venue policies (photography policy for example), operation of wheelchair access lift and other associated duties.
23. Other duties and support to Management as directed.



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KEY SELECTION CRITERIA

Essential

1. Strong interpersonal skills and customer service experience, particularly on the telephone.
2. Ability to actively listen to customers and provide product (concert) matching suggestions based on stated interest of customer.
3. Proven experience in cash handling, an understanding of Point of Sale systems in the ticketing/retail/hospitality sector and familiarity with computers for data entry and reporting.
4. Efficient and adaptable with strong problem solving skills and attention to detail.
5. Ability to work in a close-knit environment as part of a team and also to work independently.

Desired

- Sound knowledge and appreciation of orchestral music

How to Apply:

Qualified candidates are encouraged to submit a current CV and Cover Letter outlining your suitability to the attention of Shivani Marx, General Manager, People, Culture and Operations. Applications or queries can be submitted via email to Shivani at marxs@aso.com.au

[Applications will close on Friday 14 May 2021](#)

The ASO invites applications from all qualified candidates with current working rights in Australia.