

BOX OFFICE & MARKETING ADMINISTRATOR

Position Title: BOX OFFICE AND MARKETING ADMINISTRATOR
Terms of Contract Full-time (76 hrs rostered per fortnight)

Central Coast Arts Ltd is a not-for-profit performing arts organisation located on the Central Coast, NSW. It operates and manages theatres which deliver performances, events, and workshops across all genres such as music, comedy, circus, dance, and drama.

Central Coast Arts Ltd supports local and touring arts productions, creative development, and local community arts groups, as well as conferences, functions, and visual art exhibitions. Its program consists across all forms of arts from touring productions, in-house productions, as well as facilitating other cultural and artistic activities in the Region.

The Art House Wyong comprises:

- a 500 seat Proscenium Arch Theatre with automated full fly tower
- a flexible Studio Theatre space with a 146 people seating capacity (and the ability to use the space for rehearsals, performance, functions and conferences)
- display foyer with café and bar
- box office
- catering facilities (including a commercial kitchen)
- a meeting room

POSITION OVERVIEW

The Box Office & Marketing Administrator is an entry level role within the Box Office and Marketing Team that ensures the box office is run smoothly and efficiently and supports administration of marketing and promotional activities of events at The Art House.

The position will provide an experience to patrons, hirers and artists that is engaging, welcoming, and inviting, whilst providing superior customer service in an efficient, friendly, and professional manner.

The Box Office & Marketing Administrator will schedule and execute marketing activity for Venue Hirers, whilst providing marketing support on Art House Presents and brand related promotional activity along with general marketing support.

The position may be required to work in the evenings and on weekends in line with any event / performance requirements.

ROLE RESPONSIBILITIES

This position reports to the Marketing & Development Manager and will: -

- Sell tickets and interact with customers via telephone, email and in person
- Open and close the Box Office for daily operations as required including daily cash handling and box office reconciliation process
- Process and record complimentary tickets for the venue, hirers and VIPs
- Administer group and school bookings
- Build events on the ticketing system, website, and 3rd party listing sites, and update The Art House website as needed (liaising with internal and external stakeholders as required)
- Ensure all Front of House displays, including signage and TV screens, are kept tidy, and that Front of House best represents The Art House brand and program
- Coordinate and organise Venue Hire and Exhibition Marketing including scheduling bookings, entering fees into Event Management System, and communicating clearly and professionally with internal & external stakeholders (including hirers, artists, touring companies) to deliver on marketing requirements
- Contribute to the administration of The Art House social media and digital platforms, including content writing, image creation, and community monitoring
- Support the day-to-day running of the Art House's membership program including administration, record keeping, customer service and execution of marketing activity
- Assist with developing collateral using Adobe InDesign for both print and digital mediums (including flyers, posters, digital advertisements, print advertisements and programs)
- Work with the Marketing and Development Manager with general marketing of the venue and performances
- Ensure WHS of the venue is adhered to at all times
- Other duties as required

SUPERVISION AND REPORTING	
Reporting to	Marketing and Development Manager
Key internal stakeholders	Central Coast Arts Ltd staff, casual staff, visiting hirers/artists, visiting touring staff, service contractors, suppliers, Board of Management.
Key external stakeholders	<ul style="list-style-type: none"> • Patrons and the general public of the Central Coast region • Media suppliers • Local business and other community organisations • Arts funding bodies, hirers, promoters, artists, touring companies, members, benefactors, industry associations
Qualifications and Experience	<ul style="list-style-type: none"> • Demonstrated previous experience in a customer service role • Working knowledge of marketing and advertising techniques • Examples of relevant experience or transferable skills <p>Desirable</p> <ul style="list-style-type: none"> • Experience with email marketing (EDM) platforms • Experience using Adobe InDesign • Experience with social media platforms and paid advertising • Interest in or connection to the arts and culture
Selection Criteria	<ul style="list-style-type: none"> • Exceptional customer service skills • Excellent organisational and multitasking skills • Strong communication skills, both verbal and written • Ability to work in a team and collaborate with others • Demonstrates initiative and actively seeks learning opportunities • Attention to detail • Comfortable working under pressure and meeting deadlines • Proficient with Microsoft Office Suite (Word, Excel, PowerPoint) • Strong computer skills including the ability to use online booking/CRM systems, and website editing tools • Positive attitude and proactive approach to problem-solving

Police Records Check	The incumbent must have and maintain a current Police Records and Working with Children Check.
Special conditions	<p>The position may be required to work at weekends or evenings working a flexible 76 hour fortnight.</p> <p>Conditions of employment shall be those as prescribed from time to time in the Live Performance Award.</p> <p>The position will be subject to an initial six-month probationary period, before permanent employment is confirmed. A performance review will be carried out annually.</p> <p>The position is subject to the venue operating as a financial ongoing concern which includes funds received through grants which may be subject to performance requirements and conditions.</p>

The above position description reflects the essential functions of the position at this time, however this list is not finite and duties may change as required.

Position Enquiries

Enquiries in relation to this position should be directed to:

Anne-Marie Heath, Executive Director, The Art House
02 4335 1485 anne-marie@theartousewyong.com.au

Applications close Wednesday 25th March C.O.B