

POSITION DESCRIPTION

Position Title	Visitor Experience Supervisor (Box Office)
Reports To	Visitor Experience Manager
Department	Marketing and Visitor Experience
Contract Period	Ongoing - Part Time (20-25 hours a week)
Classification	MRC EA 2025 Grade 2.2 + Superannuation Guarantee
Date	May 2026

About Melbourne Recital Centre

Melbourne Recital Centre is an award-winning live music venue; where artists and audiences build a lifetime of experiences. We strive to create wonder for everyone, in and beyond the Centre and inspire our community through music.

With a unique focus on music, the Centre presents and hosts hundreds of concerts each year, representing the pinnacle of the art form as practiced by local and international performers traversing all genres of music. And our impactful learning and access activities provide opportunities for Victorians of all ages and backgrounds to experience and engage with music and the Centre in new and exciting ways.

We acknowledge the traditional owners on whose land Melbourne Recital Centre stands – we pay our respects to Melbourne's First People, to Elders past and present, and to our shared future.

Our Vision

A future where music and storytelling are fundamental to everyone's lives.

Our Purpose

We amplify Australia's diverse music ecology to connect people and inspire positive change.

Our Values

Ambition	We experiment, ideate, and innovate with energy and enthusiasm.
Creativity	We are creative on and off stage to unlock new possibilities.
Collaboration	We are curious and connected, finding strength in sharing and learning.
Enrichment	We work to ensure artistic, social, financial, and environmental benefit.
Inclusivity	We champion accessibility and diversity so everyone feels welcome.
Integrity	We are honest, transparent, trustworthy, generous, and kind.

Our Ethos

Music is a universal language. It's the heart and soul of what we do and has the power to connect, transform and transcend. We're for the music-lovers, the music-makers, and the sound creators, the administrators, and the operators, who unite to make music accessible for all.

Primary Purpose

Visitor Experience Supervisors at Melbourne Recital Centre are a core member of our team, working at our Box Office counter to supervise ticketing for events and warmly welcome all who visit the Centre. They proactively support our Box Office assistants and with support from the Visitor Experience Coordinator and Manager, are responsible for daily Box Office operations. They champion Melbourne Recital Centre's Service and Experience Framework, delivering service that is consistent and of a high standard but can also flex to meet the needs of the diverse range of events and visitors that we host.

Accountabilities

- Proactively direct and coach Box Office Assistants to ensure a general smooth running of the Box Office.
- Daily supervision of Melbourne Recital Centre events, ensuring all stakeholder requirements are met.
- Provide a high level of customer service and response to a wide range of community enquiries relating to Melbourne Recital Centre events, ticketing, website and venues.
- Sell tickets, memberships, merchandise and other related products (eg: gift vouchers, food and beverage packages) and respond to customer enquiries, both in person and over the phone.
- Provide a high level of service to donors, members, presenters and other stakeholders in person, on the phone and via written communication.
- Assist the Visitor Experience Manager to ensure all Box Office staff are trained on all procedures, guidelines and systems used on a regular basis, and their skills maintained at the highest level.
- Take responsibility for the reconciliation and banking including monitoring cash levels and floats.
- Proactively greet and engage with all visitors to the Centre, taking appropriate action to respond to or anticipate needs including those who may require additional assistance to access and navigate areas of the Centre.
- Support Box Office team as the first point of escalation for ticketing issues or concerns.
- Provide a range of services to visitors and presenters including (but not limited to) providing directions and managing patron flow, cloakroom services, venue and program information and conducting ticketing, food & beverage and merchandise sales.
- Assist internal and external customers with their ticketing needs including but not limited to; complimentary ticket requirements, offer set up and maintenance and consignment tickets.
- Assist Ticketing Services with the management of seat inventory, liaising with external and third party ticket sellers.
- Actively promote and represent Melbourne Recital Centre's Values and the Service and Experience Framework.
- Ensure all activities comply with Melbourne Recital Centre policies, procedures, professional and ethical standards.
- Foster good working relationships with all Melbourne Recital Centre staff, visitors and stakeholders and promote a positive and co-operative working environment.
- Carry out other duties as required.
- This position will come into contact with a large amount of information, interact with a range of stakeholders and be privy to a range of commercial-in-confidence issues that

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must be treated with strict confidentiality and sensitivity. The incumbent must have the ability to exercise a high level of judgement and maintain confidentiality when dealing with these issues.

Key Relationships

Internal

- Ticketing Services Manager and Assistant (daily)
- Visitor Experience Coordinator, Front of House Supervisors and Box Office team (daily)
- Visitor Experience Manager (regularly)
- Head of Marketing and Visitor Experience and other Melbourne Recital Centre team members (as required)

External

- Melbourne Recital Centre visitors (daily)
- Foyer Bars team (regularly)
- National and international artists and presenters (as required)
- External contractors, suppliers and associated third parties (as required)

Key Selection Criteria

- Demonstrated previous ticketing experience, preferably within a subscription or venue environment (essential).
- A proactive, warm and welcoming approach to interacting with people (essential).
- Highly developed interpersonal skills with the ability to maintain good working relationships with a wide range of people (essential).
- A high level of IT literacy with knowledge and experience using ticketing applications plus the initiative and ability to learn Tessitura Software, for which training will be provided (essential).
- Customer service experience, preferably within spaces that welcome a diverse range of people (desirable).
- An appreciation for and working knowledge of music (desirable).
- An eye for detail and high standards of personal presentation (essential).
- Proficiency in languages other than English, fluent or conversational (desirable).
- The ability to both give and follow directions and maintain a high attention to detail in a calm and professional manner when working to a tight schedule (essential).
- A high level of personal organisation skills and responsibility to meet rostering and training deadlines (essential).
- A high level of self-awareness and compassion and an empathetic, conciliatory approach to resolving customer service issues that may arise (essential).
- A valid Victorian Working with Children Check or be willing to obtain this prior to commencing in the role (essential).

Other Relevant Information

- The position is based at 31 Sturt Street, Southbank.
- This position is responsible for event delivery which involves irregular hours including evenings, weekends, and public holidays. This position requires considerable flexibility and a commitment to meeting availability requirements.

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- The recommended applicant will be required to undertake and maintain a National Police Check. Team members will need to hold and maintain a valid Working with Children Check.
- Melbourne Recital Centre is an Equal Opportunity Employer.
- Melbourne Recital Centre provides a smoke free environment.

OH&S Responsibilities

In the context of Occupational Health and Safety policies, procedures, training, and instruction, as detailed in Section 25 of the Occupational Health and Safety Act 2004, employees are responsible for ensuring that they:

- Follow reasonable instruction.
- Cooperate with their employer.
- Maintain and observe all current Health and Safety policies and procedures.
- At all times, take reasonable care for own health and safety and that of other persons that may be affected within the Workforce.