

POSITION DESCRIPTION

Position Title	Box Office Assistant
Reports To	Visitor Experience Manager
Department	Marketing and Visitor Experience
Contract Period	Casual
Classification	MRC EA 2025 Grade 2.1 + 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

Box Office Assistants at Melbourne Recital Centre are a core member of our Visitor Experience team, working within the venue to warmly welcome all who visit the Centre. They are the proactive and friendly faces found at the box office, supporting day-to-day operations for customer enquiries, ticket sales, memberships and merchandise, as well as providing other duties (such as cloakroom attendant) where required. Box Office Assistants deliver service that is consistent and of a high standard and are flexible and adaptable team members who meet the needs of the diverse range of events and visitors we host.

Accountabilities

- Proactively greet and engage with all visitors to the Centre, taking appropriate action to respond to or anticipate needs.
- Provide a high level of service and response to a wide range of customer, presenter and patron enquiries.
- Sell tickets, merchandise and other related products, respond to visitor enquiries, both in person, online and over the phone.
- Provide a range of services to visitors including (but not limited to) providing directions and managing patron flow, cloakroom services and venue and program information.
- Enter accurate customer, sales and financial data using our systems and conduct outbound telemarketing as required.
- Reconcile and account for sales and receipts at the end of shift.
- Monitor the daytime foyers, ensuring public spaces are presentable at all times.
- 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.
- Observe all current Health and Safety policies and procedures and take reasonable care for own health and safety and that of other persons that may be affected within the Centre in accordance with the Melbourne Recital Centre's Health and Safety policies and procedures.
- Carry out other duties as required.
- This position will come in 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 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

- Visitor Experience Supervisor (daily)
- Visitor Experience Coordinator and Manager (daily)
- Front of House team (regularly)
- Director of Engagement and Experience and other Melbourne Recital Centre team members (as required)

External

- Melbourne Recital Centre visitors (daily)

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

Key Selection Criteria

- 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).
- Customer service experience, preferably within spaces that welcome a diverse range of people (desirable).
- Demonstrated previous ticketing experience, especially within a multi-ticket environment (desirable).
- A high level of IT and digital literacy with experience using Microsoft Office suite. Knowledge of ticketing systems including Tessitura or the initiative and ability to learn, for which training will be provided (essential).
- 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 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 the ability to obtain this prior to commencing in the role (essential).

Other Relevant Information

- This 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.
- 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.