

SYDNEY PHILHARMONIA CHOIRS

ARTISTIC & MUSIC DIRECTOR BRETT WEYMARK

OFFICE & BOX OFFICE ADMINISTRATOR

Line Manager: Executive Director

NATURE OF THE ROLE

The Office & Box Office Administrator role is a busy, multi-faceted role within our team, vital in the day-to-day running of our organisation. The Office & Box Office Administrator works closely with the Marketing Manager on Box Office matters, the Choirs Manager and other key staff. In addition, the person will work closely with our key venue Ticketing staff partners at Sydney Opera House and other venues.

RESPONSIBILITIES

- Reception duties and welcoming visitors to the office.
- Answering the phone, helping customers and taking messages.
- Incoming and outgoing post.
- Monitoring the incoming email addresses and ensuring all emails are responded to by the appropriate person.
- Fielding box office, registration and membership enquiries with thorough knowledge of singing opportunities, performances, and events that are available.
- Processing customer orders including tickets, music and merchandise.
- Box Office administration including creating and extracting automated reports, concert and event builds, ticket supply and distribution.
- Main liaison with IT, office suppliers and service providers.
- Co-ordinating the set-up of internal meetings.
- Sourcing of merchandise and event accessories from suppliers.
- Managing registration processes, registrant/chorister lists, and communication with participants (including detailed event updates via MailChimp) for major annual event ChorusOz.
- Assisting with music production and distribution.
- Ensuring office photocopier and printers are supplied/stocked and attended to.
- Stationery ordering; maintaining stock levels required by the office.
- Co-ordinating volunteers within the office as well as for performances/events.
- Supporting the booking and hire of the SPC Rehearsal Studio.
- Maintaining office-keeping including but not limited to; maintaining kitchen supplies including milk, fruit delivery, organising monthly birthday cake ordering.

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ESSENTIAL REQUIREMENTS

- 3 years' experience in an office admin role and/or box office or ticketing role.
- Proficiency with a box office ticketing and CRM platform, such as Tessitura or ENTA.
- Proven ability to multi-task in a busy environment.
- Confidence in being the first point of contact and committed to excellent customer service.
- High-level computer literacy including spreadsheet/ database use and the ability to set up and maintain systems.
- Excellent communication skills, both written and oral.
- An enthusiastic team player and problem-solver, willing and able to take action and see things through to their conclusion.

DESIRABLE

- Experience using **Tessitura** will be very highly regarded. Otherwise training in Tessitura will be provided.
- Experience working with other ticketing, box office and front-of-house staff.
- Experience using and creating social media posts to support administration, marketing and promotions.
- Experience using WordPress for website updates.
- Driver's licence.

HOURS PER WEEK

- Full time: 38 hours per week: Monday to Friday 9am-5pm.
- Some flexibility to managing Box Office on site at season concerts on 8-10 Saturdays or Sundays per year should be expected.

PLACE OF WORK

SPC's offices are located at Wharf 4/5 15 Hickson Road, Dawes Point. Occasional work at Sydney Opera House and other venues supporting Box Office at concerts.

SALARY

Information provided on request. Salary in accordance with Level 3 of the Live Performance Award 2020.