

# RISING :

BOX OFFICE COORDINATOR  
POSITION DESCRIPTION, NOVEMBER 2024

ROLE :	BOX OFFICE COORDINATOR
TEAM :	BRAND AND COMMERCIAL
TERM :	PART TIME / FULL TIME MID FEB-AUGUST 2025
REPORTING TO :	HEAD OF TICKETING AND CUSTOMER EXPERIENCE

## RISING

RISING a festival new art, music and performance in the heart of Naarm (Melbourne, Australia). a major cultural event for the Asia Pacific Region, the festival is created by a diverse team of local, national and international artists and curators. RISING's purpose is to reflect Melbourne's identity and amplify its art and artists.

RISING will return in 2025. [View the 2024 RISING program.](#)

## THE ROLE

The Box Office Coordinator is responsible for coordinating the front-line ticketing operations for the 2025 festival. This is a role suited to a customer-focused, proactive people person, with a strong ticketing background, who prides themselves on their exceptional communication and organisation skills.

Reporting to the Head of Ticketing and Customer Experience, the role forms an integral part of the festival's Ticketing leadership team and is responsible for the planning and delivery of the festivals front line ticketing presence.

The role works closely with other departments across the organisation, to plan, recruit and provide rostering support to the customer experience team and provides a clear avenue to escalation and support for box office supervisors.

To be successful in the role, you'll have a real passion for customer service and an enthusiasm for live events. You're a friendly, approachable, and proactive box-office guru, with a knack for problem-solving and keeping calm while carrying on. You'll have a positive attitude, a willingness to adapt and a collaborative, team-oriented mindset all of which will set you up to kick goals. You take pride in contributing to a work culture that values respect, open communication, and a commitment to collective success.

## DAY-TO-DAY, YOU WILL :

- Lead the customer service response from early announcement until Ticketing Supervisors commence
- Update documentation to support the training and onboarding of core ticketing staff and other new Tessitura users
- Plan the festival managed in-venue ticketing and customer experience solutions for the 2025 festival
- Support the Head of Brand and Content in implementing social media community management processes for the customer service team, and maintaining FAQs online
- Assist with the recruitment and onboarding of Box Office Supervisors
- Coordinate the recruitment of core and festival ticketing and merch staff
- Be the point of contact regarding box office infrastructure (ticket scanners, EFT Machines and Box Office furniture)
- Contribute to the maintenance of Tessitura based customer service delivery systems and processes
- Develop, build and deploy the ticketing and customer experience roster in Deputy
- Onboard and train new customer service and merchandise staff, with support from the Merch and Signage Coordinator
- Be the first point of escalation and support for box office supervisors
- Coordinate end of shift reporting for casual staff
- Coordinate the administration of daily ticketing tasks including database de-duplication, group and school bookings, access bookings and other additional administrative tasks as required
- Provide customer service and ticketing support to on-site teams
- Support the Brand and Commercial team with the coordination of digital access packs

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## SKILLS YOU'LL NEED:

- Proficiency in the use of Tessitura CRM platform
- High level customer service skills in the live performance / live event industry, with a focus on experiences
- Proficiency in the use of Deputy to build rosters and allocate shifts/tasks
- Experience running a high volume box-office
- Experience using Airtable or other relational database platform.
- Experience working within a festival environment
- Ability to build processes and communicate them to a wide audience
- Experience working on multiple and competing projects at one time
- Experience working collaboratively to achieve set deadlines
- Willingness and flexibility to work extended hours as required (this will include evenings and weekends, particularly during the festival period)

## WORK SCHEDULE & FLEXIBLE WORKING HOURS

RISING supports flexible working arrangements for staff and a hybrid office/WFH model is currently in place.

The RISING office is situated at Level 2, 377 Lonsdale Street, Melbourne 3000. As part of our flexible working arrangements, there is an expectation that staff will be available for office-based and on-site work as required by their role.

RISING's usual business hours are between 9am and 5pm from Monday to Friday. However, you may be required to work outside these hours in order to meet the demands of the annual festival operational cycle and the responsibilities of your position

## ACCESS

RISING is a festival aspiring to be a cultural leader in inclusion and accessibility. We want our organisation and program to be a true reflection of our city representing people with a variety of skillsets and life experiences, cultures and backgrounds. We encourage applications from First Nations people, those who are from culturally and linguistically diverse backgrounds, people who are LGBTQIA+, people who have a disability and/or who are d/Deaf.

If you have access requirements that will cause difficulty applying online and you need assistance, please call 03 9662 4242, Monday to Friday, between 9AM-5PM. We are only able to respond to accessibility enquiries at this number, for all other queries please email [jobs@rising.melbourne](mailto:jobs@rising.melbourne).