THE EMPIRE

TICKETING SERVICES COORDINATOR

POSITION DESCRIPTION

Position type:	Permanent full-time
Reports to:	Administration Manager
Direct reports:	Box Office Staff (Casual)
Key peer role:	Visitor Services Coordinator

ABOUT THE EMPIRE

The Empire is the largest regional performing arts precinct in the country and a hub for creative arts development in the region. Renowned for its classic art deco architecture, the heritage-listed theatre is a premier performance venue, wholly owned by Toowoomba Regional Council.

POSITION SUMMARY

The Ticketing Services Coordinator is responsible for the accurate, efficient and customer-focused delivery of ticketing and box office services at The Empire, ensuring every patron enjoys a simple, reliable and welcoming experience from the moment they purchase a ticket.

The role is The Empire's day-to-day lead for the vivenu ticketing platform, building and maintaining events, seating maps, pricing and allocations, and supervising the Box Office team across online, phone and in-person sales. The Ticketing Services Coordinator works closely with hirers, promoters, programming and marketing to ensure every event is set up correctly, goes on sale on time and is settled accurately.

Working alongside the Visitor Services Coordinator, the role ensures ticketing, front of house and patron services are seamlessly connected on show days, and that patron data is managed responsibly and used to improve the visitor experience. The Ticketing Services Coordinator also acts as a back-up Front of House Supervisor when required, supporting the Visitor Services Coordinator to manage house operations, patron safety and service delivery during performances and events.

KEY ACCOUNTABILITIES

The role of the **Ticketing Services Coordinator** will be required to:

- Foster a culture of exceptional customer service across the Box Office, ensuring patrons, hirers and members of the public receive accurate, friendly and timely assistance.
- Build, configure, test and maintain events in vivenu, including seating maps, ticket types, pricing, fees, holds, allocations, discounts, packages and on-sale dates.
- Liaise with hirers, promoters, stage managers and internal teams to confirm ticketing requirements, seating configurations and on-sale details for each event and attend scheduling and pre-production meetings as required.
- Supervise, roster, train and support casual Box Office staff to deliver efficient online, phone and in-person sales and ensure all staff are confident and accurate users of vivenu.
- Manage house seats, complimentary tickets, accessible seating, Companion Card bookings, group and school bookings, and other special allocations in line with The Empire's policies.
- Manage the redemption of volunteer VIP rewards through the Box Office, working with the Visitor Services Coordinator, who coordinates how rewards are earned.
- Administer vivenu, including user access and permissions, box office hardware and scanning devices, and liaise with vivenu support on issues, enhancements and new functionality.

- Complete daily box office reconciliations, cash handling and banking procedures, ensuring accurate financial records.
- Reconcile complimentary ticket issuance and provide the annual Fringe Benefits Tax (FBT) settlement to Finance by 30 March each year.
- Prepare accurate and timely ticket sales reports and box office settlements for hirers and promoters, in conjunction with Finance.
- Prepare and submit quarterly One Music Australia royalty reporting based on ticket sales data.
- Process exchanges, refunds and event changes or cancellations in accordance with The Empire's ticketing terms and conditions and the Live Performance Australia (LPA) Ticketing Code of Practice.
- Ensure patron data is collected, maintained and used in accordance with relevant privacy legislation and The Empire's privacy policy, and maintain data quality within the vivenu CRM.
- Support the marketing team with presales, promotional codes, patron communications, pre-show information and audience data insights.
- Coordinate with the Visitor Services Coordinator on show days to ensure seamless entry, ticket scanning, late seating, door times and resolution of seating issues.
- In conjunction with the Visitor Services Coordinator and Visitor Experience Manager, coordinate venue tour dates, on-sales and reporting.
- Manage and resolve patron enquiries and complaints, escalating to the Visitor Experience Manager where required, and track feedback for continuous improvement.
- Develop and maintain ticketing procedures, event build checklists and user guides, and recommend improvements to ticketing processes and the patron purchase experience.
- Act as a back-up Front of House Supervisor when required, including conducting pre-show briefings, supervising casual FOH staff and volunteer ushers, managing house opening and clearance, and ensuring performances commence at scheduled times.
- When rostered as Front of House Supervisor, support bar and food and beverage service in accordance with Responsible Service of Alcohol and liquor licensing requirements and assist with POS reconciliation and cash handling.
- Undertake Emergency Control Organisation (warden) duties when rostered as Front of House Supervisor, and assist with first aid, incident management and patron evacuation in line with The Empire's emergency procedures.
- In consultation with the Visitor Experience Manager, ensure Box Office operations comply with workplace health and safety, emergency management and security procedures, including opening and closing of the Box Office.

QUALIFICATIONS AND EXPERIENCE

- Demonstrated ticketing or box office experience (typically 3+ years) in a theatre, performing arts centre, large venue, festival or entertainment precinct.
- Demonstrated experience building and configuring events in a professional ticketing system, including reserved seating maps, pricing and allocations. Experience with vivenu is highly regarded; experience with comparable platforms such as Ticketek, Ticketmaster, Tessitura, Ferve or Humanitix is also relevant.
- Experience supervising, rostering and training a team of casual staff.
- Front of House or patron services supervision experience in a theatre, large venue or entertainment environment, or the ability to quickly develop these skills.

- Sound working knowledge of the LPA Ticketing Code of Practice and consumer obligations for ticket sales, refunds and pricing.
- Demonstrated cash handling, reconciliation and financial reporting skills with a high level of accuracy.
- High level of computer literacy, including Microsoft Office (particularly Excel) and CRM or database systems.
- Exceptional attention to detail and the ability to manage multiple event builds and competing deadlines.
- Well-developed written and verbal communication skills with the ability to liaise successfully with a diverse client and patron base while providing high-quality customer service.
- The ability to remain calm, helpful and authoritative when resolving patron issues.
- Ability to work to a flexible time schedule as the position involves regular evening and weekend work.
- Knowledge of Work Health & Safety as applicable to this position.
- Working with Children Blue card or ability to obtain.

LICENCES AND CERTIFICATIONS REQUIRED

- P1, P2 or Open Drivers License
- QLD Working with Children Card
- Senior First Aid & CPR
- Responsible Service of Alcohol (RSA)
- Fire Warden / Chief Warden training (desirable)

THE EMPIRE BENEFITS

- Flexible working arrangements
- Discounted tickets to performances
- Friendly, motivating and supportive team environment
- Dedicated Employee Assistance Program
- Organisation wide commitment to vision, purpose and values
- Located in Queensland’s largest inland city renowned for its beautiful scenery and peaceful atmosphere

The Empire is an Equal Opportunity Employer that provides an inclusive work environment and embraces the diverse talent of its people. We value people of all cultures, languages, capacities, sexual orientations, gender identities and/or expressions. We are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.