

## Position Description

Position Title	Ticketing Officer
Directorate	Community Strengthening
Department/Business Unit	Creative and Engaged City
Team	Cultural and Community Hubs
Classification	Band 4
Date	June 2025
Reports to:	Ticketing and Customer Data Officer
Supervises:	Nil
Internal Liaison:	Community Strengthening Directorate, Creative and Engaged City, other Council staff.
External Liaison:	Patrons and customers of all cultural and community hubs and venues

### Position Objectives

This position primarily supports ticket builds and sales across all cultural and community hubs, including The Drum Theatre. As the public face of the organisation, the Ticketing Officer role focuses on enhancing customer experiences by providing professional and efficient service.

- Provide comprehensive ticketing services and contribute to a welcoming and inclusive service across all cultural and community hubs, ensuring patrons receive the necessary support and information for an enjoyable experience.
- Support the seamless delivery of events by delivering ticketing services across the Department, including assisting in building performances and programs in the ticketing system.
- Identify opportunities for process improvement within the ticketing and box office operations, while supporting the organisation in raising awareness of upcoming shows and events.

### Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Certificate III in Hospitality, Customer Service or a related qualification, or significant experience in ticketing or venue-based customer service roles.
- Commitment to working within a team to deliver excellent customer service, hospitality, and box office services, functions, and events.
- Experience in all aspects of ticketing or customer data services, with a focus on direct face-to-face customer service roles.
- Proficiency in box office operations, ticketing system experience, data management, and reception environments, including various Microsoft software applications.
- Front-of-house experience in a live performance or performing arts center, including engagement with diverse audiences, will be highly regarded
- Well-developed interpersonal, problem-solving, and first-contact resolution skills.
- Competency in financial processes related to purchase transactions in a retail environment.
- Willingness to work across various locations and time slots to provide venue support services.
- Responsible Service of Alcohol Certificate (RSA) and/or Level 2 Workplace First Aid certification will be highly regarded.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☐ current valid (and ongoing) Victorian Driver's Licence
- ☒ ongoing First Aid and CPR (specify) including:
  - ☒ Provide First Aid (Level 2)

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>Customer Service and Ticketing Management Responsibilities</b>	<ul style="list-style-type: none"> <li>• Deliver exceptional customer service of the highest standard to both internal and external stakeholders, ensuring a welcoming service for all patrons.</li> <li>• Manage ticket sales across multiple channels, ensuring accurate processing and reconciliation of ticket batches, including cash, credit card, and EFTPOS transactions, while adhering to responsible cash handling practices.</li> <li>• Assist in building performances and programs in the ticketing system using advanced knowledge and permissions to accurately meet and deliver on client's needs during event / show hours (inc. outside of standard business hours and weekends)</li> <li>• Have direct communication with the customer to discuss options and navigate expectations using an in depth understanding of the ticketing system and policies.</li> <li>• Process memberships and maintain strong relationships with members, ensuring their needs are met and queries addressed promptly.</li> <li>• Handle ticket exchanges, apply fees and upgrade charges where appropriate, ensuring clear communication with patrons regarding policies.</li> <li>• Maintain the Customer Records database through daily data cleaning to ensure accurate and up-to-date customer information.</li> <li>• Develop a full knowledge of events at the Drum Theatre and other venues, providing customers with detailed ticketing and event information, including content and trigger warnings as needed.</li> <li>• Assist with all customer inquiries by offering friendly, accurate, and timely information, enhancing the overall patron experience.</li> <li>• Support administrative duties, including reception tasks and general office support as required.</li> <li>• Assist in weekly financial reconciliation of the box office, Bar and Arts. Converse with the finance team and supply accurate recordings of finances. Investigate discrepancies and follow financial bookkeeping processes.</li> <li>• Assist in the reconciliation of the holding financials.</li> <li>• Ensure compliance with Occupational Health and Safety (OH&amp;S) policies, promoting a safe and healthy work environment.</li> </ul>
<b>Operational Excellence and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Identify opportunities for process improvement within the ticketing and box office space as well as support the organisation with raising awareness of upcoming shows and events.</li> <li>• Foster a culture of high-quality customer service and hospitality, contributing to the development and enhancement of operational practices and policies.</li> <li>• Work within established operational guidelines and standards, ensuring compliance with relevant regulations and legislation related to ticketing, event management, and customer service.</li> </ul> <p>Assist in providing accurate reporting of show and event data including financials and attendance to the team and customers.</p>

<b>Technical Support Excellence</b>	<ul style="list-style-type: none"> <li>• Deliver technical support based on clearly defined procedures, ensuring high standards of satisfaction and addressing patron needs effectively.</li> <li>• Independently manage and resolve minor and in depth concerns, that arise during events, ticketing builds, including escalating to IT as required. Escalate more complex matters to the Ticketing and Customer Officer for assistance.</li> </ul> <p>Provide feedback and recommendations for improvements to operational guidelines and customer service practices based on firsthand experiences and patron input.</p>
<b>First Aid Activities</b> <i>(If the person is required to have a First Aid Certificate due to the nature of the work)</i>	<ul style="list-style-type: none"> <li>• Undertake the role of First Aid Certified Officer (<b>FACO</b>) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i></li> </ul>

## Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

## REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li> </ul>
<b>Occupational Health and Safety</b>	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> <li>• Take reasonable care of their own health and safety.</li> <li>• Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.</li> <li>• Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace.</li> <li>• Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures.</li> <li>• Participate in health and safety training programs and initiatives.</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>• Understand obligations and act in an appropriate manner with and around children</li> <li>• Promote positive work practices with children</li> <li>• Establish boundaries around acceptable and unacceptable behaviour in relation to children</li> <li>• Adhere to reporting obligations where there is suspected or discovered child abuse</li> </ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li> <li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li> </ul>

	<ul style="list-style-type: none"> <li>Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</li> <li>At all times, comply with Council's Code of Conduct - Staff.</li> </ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"> <li>Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>zero tolerance of racism and expectations that staff will act on incidents of racism</li> <li>supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul> </li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.</li> </ul>

## Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

### Working out of standard business hours

- ☐ **Not required.**
- ☒ **This role may be subject to work related contact outside of normal business hours. (Refer to Customer Service and Ticketing Management Responsibilities under position specific responsibilities.)**

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – <i>ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Team based work</b> – <i>works in a team of people and not exposed to isolation</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Focused Attention to task</b> – <i>high levels of attention required to minimise errors and ensure accuracy</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Concentrating</b> – <i>high levels of concentration required while completing required tasks</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Decision making</b> – <i>required to exercise sound decision making while completing all aspects of the position</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Short and long-term memory recall</b> – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Emotional resilience</b> – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions</b> – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Physical Requirements

☒ This position does not require more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Fine manipulation/pinch grip</b> – <i>Fingers are on one side of the object and thumb on the other, typically without the object touching the palm</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Power/open hand grip</b> – <i>Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Climb ladders</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – <i>Performing manual handling actions at or near ground level</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – <i>Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pushing/Pulling</b> – <i>Applying force to move something away or closer to one's self, including static positions</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kilograms of force (kg.f)</b> – <i>Amount of force or effort required to perform a specific task or part of a task</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

### Accountability and Extent of Authority

The position is directly held responsible for:

- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Employees in this Band should have sufficient freedom to plan their work at least a week in advance.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

### Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Objectives of the work are well defined. For Supervisors, the process often requires the quantification of the number of resources needed to meet those objectives.
- Guidance and advice are always available within the time available to make a choice.

### **Specialist Knowledge and Skills**

The position requires the following essential skills and knowledge:

- An understanding of the relevant technology, procedures and processes used within their operating unit.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation.

### **Management & Interpersonal skills**

The essential position requirements include:

- All positions necessitate skill in managing time and planning and organising one's own work.
- The employee must have a basic knowledge of personnel practices and be able to provide employees under their supervision with on-the- job training and guidance.
- Require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable.
- Require skills in written communication to enable the preparation of routine correspondence and reports if required.

### **Verification & Approvals**

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<b>Occupant</b>			

### Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

### Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

### People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

### Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

### Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

### Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance



### Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

### Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

## Council's REACH Values

### Respectful

We respect and care about our community, each other and ourselves.  
We act with integrity at all times and in all matters.  
We take time to listen to and seek to understand the other point of view.  
We strive to understand and respect the diversity of our community and our workplace.  
We understand our role in the community and respect the responsibility that comes with

### Creative

We care about getting the best outcomes.  
We constantly ask: What's the future and what's possible?  
We have the courage to try new ideas.  
We strive for excellence in everything we do.

### Engaged

We listen to our community and respond.  
We work together with our community and each other, to achieve the best outcome.  
We have the confidence to challenge the status quo, to reach for better outcomes.  
We are action-oriented in identifying and responding to new challenges.

### Honest

We tell the truth, even when we know people may not want to hear it.  
We form our opinions and give advice from sound, evidence based research.  
We act with humility and apply the highest standards of ethical behaviour to everything we do.

### Accountable

We are proud of our city, our community and our achievements.  
We spend our time and effort on solutions rather than looking for someone to blame.  
We take responsibility for our actions.

