



POSITION DESCRIPTION

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| Position | Box Office Attendant |
| Department | Marketing, Audience & Development |
| Agreement | <u>Geelong Arts Centre Enterprise Agreement 2021-2024</u> and its successors |
| Award classification | Geelong Arts Centre Enterprise Agreement – Box Office Attendant |
| Remuneration | \$34.82 per hour, plus 12% superannuation |
| Terms of engagement | Casual |
| Work location | Geelong Arts Centre, 50 Little Malop Street, Geelong Costa Hall, Deakin University Waterfront Campus, Geelong |
| Date reviewed | February 2026 |
| Approved by | Chief Executive Officer & Creative Director |

ABOUT GEELONG ARTS CENTRE

We curate, support and present a diverse range of music, theatre, comedy and dance performances, as well as important cultural and arts practice dialogue, workshops, developments, community experiences and free public activations. Our work seeks to welcome every person in our community to engage, learn and express their creativity, making art a universal experience.

Geelong Arts Centre is the cultural heartbeat of Victoria's second-largest city. Established in 1981 as a Victorian Government statutory agency, we have evolved into Australia's largest dedicated regional performing arts complex. A landmark \$140 million redevelopment, completed in August 2023, quadrupled public space, installed world-class staging, lighting and acoustic systems, and created fully accessible foyers that link the historic Ryrie Street building with a striking new Little Malop Street façade designed in consultation with Wadawurrung Traditional Owners.

The campus now comprises four distinct performance venues supported by rehearsal studios, exhibition foyers and meeting and event spaces. Additional creative spaces include purpose-built rehearsal rooms, creative workspaces, and a range of hospitality areas including *Tutti*, our in-house café and restaurant which serves both the general public enjoying the precinct and our audiences pre-show.

Geelong Arts Centre curates a year-round season that pairs national and international touring productions with locally produced work. The Centre also commissions and co-produces work with producers from across the country. Core strands span mainstage theatre, contemporary dance, classical and popular music, children's and family programming, First Nations storytelling and multidisciplinary festivals. A large number of community events perform annually including schools and community ensembles alongside commercial promoters and touring artists.

Geelong Arts Centre is supported by a strong and growing philanthropic and corporate community who champion our work for and by the community. Community engagement and lifelong learning are embedded in our *Creative Learning* program which partners with educators from kindergarten to Year 12, offering curriculum-aligned performances, artist

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workshops and teacher resources. *Creative Engine*, the Centre's industry development hub, allocates seed funding, rehearsal space, mentoring and networking to emerging artists, sustaining a vibrant regional talent pipeline.

Access programs including Auslan-interpreted shows, relaxed performances, sensory-friendly matinees and ticket subsidies ensure that people of all ages, abilities and backgrounds feel welcome.

OUR PEOPLE

We want to make Geelong Arts Centre a place where people genuinely want to work — safe, supported, motivated, and inclusive. The Centre will invest in its workforce by building skills, capability, and organisational agility, while recognising and rewarding performance. We are committed to fostering a diverse, positive, and values-led culture that prioritises wellbeing, engagement, and development. We want to ensure a strong, capable, and inspired team drives the Centre's success.

At Geelong Arts Centre, our people embody four core values that drive everything we do. We are bold in our approach, embracing the freedom to challenge boundaries and think differently. Our welcoming spirit is reflected in genuine smiles that celebrate inclusiveness and our shared passion for creativity. We stay deeply connected by proactively engaging with arts and wider communities, facilitating meaningful exchange of ideas that enrich our cultural landscape.

Working as an ensemble, we value every team member's unique contribution as we strive toward our common purpose. This collaborative spirit extends to our commitment to professional development - we invest in structured learning pathways that help our people grow their skills and advance their careers. By bringing together diverse backgrounds, perspectives and experiences, we create an environment where creativity thrives and extraordinary cultural experiences come to life. Together, we're building a vibrant hub that connects global ideas with local stories and nurtures the artistic heart of our region.

See more in our [Strategic Plan](#).

RELATIONSHIPS

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| Reports to | Box Office Manager |
| Supervises | The role does not include direct supervisory responsibilities however works collaboratively with other roles within the Centre to deliver shared goals and improvement projects. |
| Internal Relationships | CEO & Creative Director, Directors, People Leaders, Managers, Centre staff. |
| External Relationships | Contractors and consultants, community stakeholders, prospective staff. |

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POSITION OVERVIEW

Geelong Arts Centre Box Office Attendants deliver best practice frontline service to all internal and external customers. With a strong focus on service culture and acting as a source of information for the general public, this position provides the opportunity to showcase exceptional customer service skills and enhance the experience of visitors.

Box Office Attendants are required to maintain high attention to detail to ensure the accurate operation of ticketing systems, as well as utilise judgement and problem-solving skills to ensure efficient functioning of the Box Office.

PRIMARY RESPONSIBILITIES

People and Teams

- Build and maintain cooperative working relationships with Centre staff and external stakeholders.
- Be an active part of the Box office team, including attending all team meetings and training.

Box Office

- Assist customers with ticket purchases and problem solve general enquiries in an accurate and timely manner to ensure exceptional service culture.
- Support the sale of tickets by acting as a source of information for the general public and ensuring that all promotional material is conveyed accurately and efficiently.
- Maintain awareness of policies and procedures and ensure accurate adherence to all duties outlined in the Box Office Manual to ensure efficient operation of the Box Office.
- Lead by example in living the Centre's values-in-action and modelling best practice to provide outstanding customer service and enhance experiences at Geelong Arts Centre.

Values, Governance, Safety & Risk Management

The incumbent shall carry out their duties in accordance with legislative and governance requirements, Centre policies, procedures and practices, safety principles, code of conduct for Victorian public sector employees, and Victorian Public Sector Values.

Commitment to Health and Safety

- All staff are responsible for the reasonable care for their own health and safety and that of other people who may be affected by their conduct.
- Geelong Arts Centre is committed to providing a workplace that protects the physical and mental health, safety and wellbeing of our people, visitors and others who work for and with us. Our leadership is critical to promoting a safety culture that is inclusive, supportive, adaptive and free from harassment, discrimination and bullying and achieves

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positive safety outcomes for our people. Our executive and people leaders are responsible for providing and maintaining a safe and mentally healthy workplace culture where we take care of each other through supporting and providing a work environment where safety is prioritised.

Undertake other duties or projects as reasonably requested.

SELECTION CRITERIA

Essential qualifications and experience

To be successful in this position, you will have:

- Highly developed stakeholder engagement and customer service skills, with a positive diplomatic approach, flexibility of style, and the ability to establish productive working relationships with a variety of people.
- Strong IT and system skills, including the ability to operate Microsoft Office Suite and ticketing systems.

Desirable qualifications and experience

- Experience working as part of a customer focussed team.
- Experience in the Arts entertainment/event industry.
- Experience using ticketing or point of sale systems.

Other requirements

- This role is rostered according to activity levels and requires flexibility in working hours to support early morning, evening, and some weekend work as part of the normal hours of duty for this position.
- The following checks, licences and certifications are required for this role:
 - Working with Children's Check (employee)
The employee must provide evidence that they hold current certifications prior to commencing employment with Geelong Arts Centre. The employee must maintain currency of these checks, licences and certifications for the duration of their employment with Geelong Arts Centre.



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CAPABILITIES

Demonstrable behaviour, skills, knowledge and abilities in the following core capabilities:

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| Service Culture | A people first attitude; considers others' perspectives in making decisions and providing consistent quality advice and service; offers solutions and strategies that best serve the stakeholder's needs. |
| Digital Literacy | Promotes technical solutions to modernise work practices, ensuring alignment with business requirements and contemporary digital landscape; actively grows capability in digital communication and technology literacy. |
| Personal resilience | Maintains composure and focus under pressure; adapts to changing situations and recovers from setbacks. |
| Communicating with Influence | Engages and energises others through confident and persuasive communication; tailors communication style and message according to audience needs. |
| Analysis and problem solving | Analyses issues from diverse perspectives, draws sound inferences from information available and offers sustainable practical solutions. |

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position. Its purpose is to provide an outline of scope and responsibilities, at a point in time. The scope of the role may be altered from time to time in accordance with changing business requirements.

INSTRUCTIONS TO APPLICANTS

To apply for this role please use the [Careers](#) page of our website. To be considered for this opportunity, candidates must address the **Selection Criteria and Capabilities** requirements and follow the instructions on the Geelong Arts Centre website.