



position description

POSITION TITLE	Box Office and Front of House Coordinator, The Cube Wodonga
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 6
DIRECTORATE	Community and Partnerships
BUSINESS UNIT	Cultural Services
REPORTS TO	Team Leader The Cube
SUPERVISES	<ul style="list-style-type: none"> Front of House Supervisors Box Office Assistants Front of House Ushers Front of House Bar officers Volunteer Usher Assistants
EMPLOYMENT STATUS	
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

Coordinate the delivery of high-quality Box Office, Front of House and bar operations across The Cube Wodonga and Hyphen to ensure safe, professional and customer-focused venue experiences. The role oversees ticketing systems, event setup, staff supervision, financial reconciliations and compliance requirements, while supporting programming, audience development and continuous service improvement. The position also contributes to venue marketing, patron engagement and operational planning to enhance visitor experiences and maximise operational performance.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Coordinates the day-to-day Box Office, Front of House and bar operations across The Cube Wodonga and Hyphen to deliver safe, professional and customer-focused venue experiences for performances, functions, events and community activities.
- Manages ticketing systems and event builds, including pricing structures, seating configurations, reporting, troubleshooting and online integrations, to ensure accurate sales processing, patron access and efficient event delivery.
- Leads, trains and supports Front of House, Box Office, volunteer and bar staff through rostering, onboarding, performance guidance and operational supervision to maintain high service standards and a positive team culture.
- Oversees ticketing, bar and point-of-sale financial processes, including reconciliations, receipting, cash handling, refunds, exchanges and reporting, to ensure compliance with Council procedures and accurate financial management.
- Develops, implements and maintains operational procedures, workflows and compliance frameworks for Box Office, Front of House and bar operations to support consistency, legislative compliance and continuous improvement.
- Coordinates bar operations across The Cube and Hyphen, including stock control, ordering, point-of-sale management and RSA compliance, to ensure safe, efficient and financially responsible service delivery.
- Builds and maintains strong working relationships with hirers, patrons, performers, suppliers, volunteers and internal stakeholders to support successful event coordination, customer satisfaction and positive community engagement.
- Supports venue programming, audience development and marketing activities by analysing ticketing trends, customer insights and patron feedback, while maintaining accurate website and event information to enhance attendance and audience experiences.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say Create transparency – Do not withhold information unnecessarily or inappropriately Right wrongs Practice accountability – Take responsibility for results without excuses Extend trust – Show a willingness to trust others, even when it involves a measure of risk
Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion Listen first – Seek to understand others before trying to diagnose, influence or prescribe
Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation’s objectives and values Keep confidences Do what you say you will do to the best of your ability Be open about mistakes

Speak of those that are absent only in a positive way

Learning Work together and learn from each other

Continuously improve and innovate

Be open to change

There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Applies sound judgement to coordinate ticketing, Front of House and bar operations across a variety of performances, functions and events.
- Analyses ticketing trends, customer data and operational issues to improve systems, audience experiences and service delivery outcomes.
- Resolves operational and customer issues by selecting appropriate processes, technologies and solutions within established frameworks and procedures.
- Exercises initiative and attention to detail when managing financial reconciliations, compliance obligations and competing operational priorities..

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrates specialist knowledge in ticketing systems, event setup, venue operations and customer service delivery within a performing arts or events environment.
- Manages online ticketing platforms, reporting systems, website integrations and point-of-sale systems to support accurate event and financial management.
- Applies knowledge of RSA requirements, WHS obligations, crowd management and emergency management practices to support safe venue operations.
- Interprets operational procedures, legislation and organisational frameworks to ensure compliant and efficient service delivery.
- Coordinates financial processes including reconciliations, cash handling, refunds, reporting and stock management in line with Council requirements.
- Uses audience insights, ticketing analytics and customer feedback to support programming, marketing and continuous improvement initiatives.

MANAGEMENT SKILLS

- Plans and prioritises operational activities to ensure events, staffing and venue requirements are delivered efficiently and within timeframes.
- Coordinates rostering, supervision and on-the-job training for Front of House, Box Office and bar staff to support performance and capability development.
- Monitors operational risks, WHS requirements and compliance obligations to maintain safe environments for staff, patrons and contractors.
- Manages competing priorities and adapts to changing operational demands in a fast-paced customer

service environment.

- Builds collaborative working relationships across teams and with external stakeholders to support effective event delivery and venue operations.
- Prepares clear reports, correspondence, procedures and operational documentation to support communication and decision-making.

INTERPERSONAL SKILLS

- Delivers professional, responsive and customer-focused service to patrons, hirers, performers and stakeholders across a range of interactions.
- Builds positive and collaborative relationships with staff, volunteers, suppliers and external agencies to support successful operational outcomes.
- Communicates clearly and confidently in both verbal and written formats to resolve issues, provide advice and coordinate event activities.
- Supports team cohesion by providing guidance, feedback and day-to-day operational leadership to staff and volunteers.
- Maintains confidentiality and professionalism when handling customer, financial and organisational information.
- Works cooperatively within a team environment and contributes positively to workplace culture and continuous improvement initiatives.

INFORMATION TECHNOLOGY SKILLS

- Uses ticketing, venue booking and point-of-sale systems to coordinate events, sales reporting and operational activities.
- Maintains website content and ticketing integrations to ensure accurate and current event information is available to patrons.
- Utilises online rostering, reporting and cloud-based systems to support operational efficiency and staff coordination.
- Demonstrates strong proficiency in Microsoft Office applications and other business systems relevant to the role.

CUSTOMER SERVICE SKILLS

- Delivers professional, courteous and responsive customer service across all patron and stakeholder interactions.
- Listens actively and communicates clearly to understand customer needs, provide accurate information and resolve enquiries effectively.
- Maintains regular communication with customers and stakeholders to ensure expectations, updates and outcomes are clearly understood.
- Responds positively to customer issues and works proactively to identify practical and timely solutions.
- Supports equitable access to services by assisting customers with diverse needs in a respectful and inclusive manner.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the venue and/or wellbeing of the venues patrons or community members. Assist in the development of venue evacuation procedures, training of casual staff and delivery of evacuation drills.

QUALIFICATIONS AND EXPERIENCE

- Degree or diploma in event management, arts administration, business or lesser formal qualifications with several years of relevant experience in ticketing.
- Extensive experience working with Ticket Search or similar cloud-based ticketing system.
- Previous experience in staff supervision, training and development.
- Previous experience in managing the front-of-house requirements for a medium-to-large conference and events or performance venue.
- Experience in running and managing a bar including point of sale systems, meeting licensing requirements, staff training and stock management.
- Experience in finance systems and procedures including end-of-day reconciliations, journals, box office reconciliations, cash management, refunds/exchanges and reports related to box office and bar sales.

LICENCES AND MANDATORY REQUIREMENTS

- Current driver's licence and evidence of eligibility to work in Australia must be provided prior to commencement.
- Level 2 First Aid and CPR
- Victorian RSA Certificate
- Fire Warden training
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:


- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Degree or diploma in event management, arts administration or business or lesser formal qualifications with over 3 years of relevant experience in the management of the day-to-day box office and front of house operations of a performing arts centre, function centre or similar style venue;
2. Experience in financial and budget management, including reconciliations, cash handling and receipting.
3. Experience in staff leadership and supervision, including the ability to motivate, train and develop a small team to achieve targets, deliver quality customer service and the successful delivery of events and technical operations.
4. Demonstrated strong customer service and interpersonal skills, with the ability to develop and foster quality working relationships with internal and external stakeholders
5. Experience in bar management including staff training, VCGLR regulation requirements and standards, stock management, Point of Sale systems and reporting.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.		

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
--------------	--

<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
---	---

People Development	
--------------------	--

<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
--	---

Manage Health and Wellbeing	
-----------------------------	--

<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
---	---

Safety and Risk Management	
----------------------------	--

<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures
--	---

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Box Office and Front Of House (FOH)	Responsible for training and supervision of FOH staff and volunteers for events, including customer service, ticketing and merchandise. Responsible for programming and marketing of events. Oversees basic cleaning and set up/pack up of events.	<ul style="list-style-type: none"> Standing and walking for up to 2 hours Occasional sitting Lifting 10kg between ground and waist level Carrying of up to 10kg over 5 metres Pushing/pulling catering trolley up to 20kg over 20 metres Walking/climbing steps in poor lighting to check tickets Bending to check tickets on occasions Upper limb eg: wiping Vacuuming for up to 5 minutes Advanced verbal and written skills Sustained concentration 	Sitting		X		
			Standing				X
			Walking				X
			Lifting < 10kgs		X		
			Carrying		X		
			Pushing up to 20kg		X		
			Pulling up to 20kg		X		
			Climbing steps		X		
			Bending		X		
			Twisting	X			
			Squatting	X			
			Kneeling	X			
			Reaching		X		
			Fine motor		X		
			Neck postures		X		
			Accepting instructions		X		
			Providing instructions				X
			Sustained concentration				X
			Major decision making		X		
	Complex problem solving			X			
Supervision of others				X			
Interaction with others				X			
Exposure to confrontation		X					
Respond to change			X				
Prioritisation			X				