

<b>Position Title</b>	<b><i>Ticketing Attendant</i></b>
<b>Status</b>	<b><i>Casual</i></b>
<b>Employment Agreement</b>	<b><i>SCEC Certified Agreement</i></b>
<b>Classification Level</b>	<b><i>2</i></b>
<b>Department</b>	<b><i>Ticketing and Theatre Hire</i></b>
<b>Date last reviewed</b>	<b><i>March 2026</i></b>

## ABOUT US

Operated by the Sunshine Coast Events Centre Pty Ltd, The Events Centre is the leading performing arts centre located on the beautiful Sunshine Coast. We are a place where arts, entertainment and events come alive; where the community gathers to celebrate, learn, and connect.

We provide cultural leadership for the Sunshine Coast and enhance the liveability of the region by presenting a rich and diverse program of performing arts and events, enhancing local creative industries, and vocational opportunities. We engage in programming and partnerships for the benefit of culture, tourism, and business, putting audiences, artists, and community at the heart of everything we do.

We host a range of entertainment and cultural events, meetings and conferences, delivering great experiences for the local community and visitors.

## ABOUT THE ROLE

The Theatre Hire and Ticketing Department serves as a pivotal customer service hub at The Events Centre, playing a critical role in the delivery of high-quality patron and client experiences. Its core responsibilities include managing all external theatre hire operations, fostering strong relationships with promoters and patrons, and overseeing the full scope of the ticketing functions.

The Ticketing Attendant is accountable to the Ticketing Team Leader to ensure the delivery of a high performing ticketing service, maximising sales, delivering excellent communication, and providing exceptional customer experiences. The position involves direct customer service with audiences and visitors, and internal departments, and provides support to the Ticketing Team Leader as required.

## RESPONSIBILITIES

### Customer Service

- Ensure a welcoming workplace is maintained in the daily interactions with customers and visitors.
- Provide exceptional customer service to patrons and continue to re-evaluate and update the ticket transaction pathways (online, email, phone and in-person) to optimise the customer experience.
- Respond to inbound customer calls and emails in a courteous and timely manner.
- Handle ticketing complaints in a customer-centric manner, escalating to the Ticketing Team Leader or Theatre Hire Manager as required.
- Contribute to the development and implementation of ongoing improvements in patron and client experience and provide recommendations to increase customer satisfaction and loyalty.

### Ticketing

- Ensure ticketing operations are conducted in a professional and accurate manner.
- Keep abreast of current trends and best practice in ticketing operations including compliance with the

data protection and privacy regulations.

- Adhere to The Events Centre's Privacy Policy.
- Perform outbound calls to patrons and community members as required.

#### Reporting

- Undertake box office daily financial reconciliations for the accounting team.
- Support other teams in the organisation with projects requiring data updates, customer lists, transactions, and other CRM related initiatives.

#### Administration

- Provide reception services for the organisation.
- Deliver cashiering services including cash handling, POS and EFT sales and reporting, in accordance with organisational standards and procedures.
- Complete banking reconciliations at the end of every shift.
- Achieve a high level of accuracy in financial and administrative tasks and record keeping.
- Undertake office opening and closing procedures for the box office and the building as necessary.

*NOTE: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence, and training.*

#### ROLE DIMENSIONS

##### Reporting line

- To the Ticketing Team Leader

##### Direct reports

- Nil

##### Delegated decision making

- Nil

##### Budget/Expenditure

- Nil

#### ABOUT YOU

We are seeking candidates who have a developed attention to detail, are customer-centric, and have advanced communication skills, along with:

- Previous ticketing experience (highly regarded).
- Excellent and empathetic customer service skills.
- A high level of computer literacy.
- Previous experience in financial reconciliation of daily takings.
- Demonstrated experience in time management, complex tasks and competing deadlines.
- Ability to work with enthusiasm and flexibility in a fast paced, agile, small team environment.
- Ability to work weekends and nights as required.

ACKNOWLEDGEMENT

I, ....., accept the position description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

..... Date: ...../...../.....

**Signature of Employee**