



## Box Office Coordinator POSITION DESCRIPTION

<b>Title</b>	Box Office Coordinator
<b>Section</b>	BREC Experience Team
<b>Position</b>	Permanent Full-Time
<b>Reports to</b>	Deputy BREC Experience Manager
<b>Classification</b>	Live Performance Award 2020, Level 6
<b>Pay</b>	\$63,232.00 per annum
<b>Start Date</b>	November 2025
<b>Review Date</b>	6 months' probation, then annually
<b>Location</b>	Bunbury Regional Entertainment Centre, 2 Blair St, Bunbury, Western Australia
<b>BREC Values</b>	Evolve and thrive. Champion respect. Together.

### About the Role

The Box Office Coordinator plays a key role within the BREC Experience Team, ensuring the smooth, accurate, and customer-focused delivery of all ticketing, box office, and reception services. The role maintains high standards of service and efficiency, manages the operation of BREC's ticketing system (Ferve), and provides timely data and reporting to support programming and audience development.

Working collaboratively across all BREC teams, the position contributes to BREC's Purpose of bringing people together to share exceptional experiences by providing a professional, welcoming, and memorable experience for every patron, client, artist and all stakeholders. The position is rostered, with both weekday and regular after hours and weekend work required.

### About BREC

The Bunbury Regional Entertainment Centre (BREC) is a much loved, multi-award-winning performing arts and conference venue that has been at the heart of Bunbury and the South West since 1990. Owned by the City of Bunbury and managed by a not-for-profit association with an active volunteer Board, BREC includes a 790-seat main auditorium, a 242-seat studio theatre, and a suite of flexible conference and event spaces.

Our purpose is simple and powerful: to bring people together to share exceptional experiences. Each year, we deliver a diverse mix of business events, live performances, film festivals, creative learning, community engagement and regional performance industry capacity building — attracting patrons and participants from across the region and beyond.

At BREC, we're passionate about the role arts and culture play in building a thriving, inclusive community. We are committed to being a diverse and culturally safe workplace and warmly encourage applications from First Nations peoples, people from culturally and linguistically diverse backgrounds, LGBTIQ+ people, and people living with disability.

## **Team Objectives**

The BREC Experience Team is responsible for delivering every aspect of the visitor experience — from first enquiry to the final farewell. This includes box office and front of house services, ticketing for performances and events, conferences and business functions, and the presentation and upkeep of the Centre. The team works collaboratively across all BREC teams to ensure every visitor, artist, and guest enjoys a safe, welcoming, and memorable experience.

<b>Extent of Authority</b>	The Ticketing Coordinator has authority to act within established practices with reference to directed procedures, other documented methods, and given instructions.
<b>Hours of Work</b>	This is a rostered position. Regular BREC office hours are 0900-1700hrs Monday to Friday. Core weekday hours Mon, Tues, Thurs & Friday will be agreed, however the role includes after hours and weekend work on a variable 152-hour 4-week cyclical roster driven by the needs of the business. Pre-approval must be obtained for overtime to be additionally compensated. Overtime may be awarded as time off in lieu (TOIL).
<b>Period of Notice</b>	As per Award
<b>Other Benefits</b>	4 weeks annual leave and 10 days personal leave plus other legislated entitlements and 2 BREC Wellness Days will apply. The opportunity to experience live performance and attend shows at BREC.
<b>Other Requirements</b>	On appointment, successful applicants must supply current: National Police Certificate and Working with Children Check. These must be maintained throughout employment at BREC. Applicants must hold full work rights in Australia.

## **Key Position Responsibilities**

### **Ticketing System Management**

- Act as the primary contact for BREC's ticketing service provider (Ferve), providing high-level customer service and maintaining a consistent, documented approach to internal ticketing enquiries.
- Ensure the accuracy of data entered into the ticketing system.
- Maintain accurate customer records in the ticketing CRM and Mailchimp, including tagging, data entry, and subscription preferences to support marketing segmentation.
- Manage subscription and membership databases in collaboration with the Senior Marketing Coordinator.
- Provide accurate data, analysis and reporting on ticket sales, audience trends, and other performance insights for internal and external stakeholders.
- Train and support casual Box Office Assistants / other BREC staff in Ferve and related procedures, maintaining up-to-date standard operating and training documentation.

### **Box Office & Reception Management**

- Operate the Box Office as BREC's main reception desk during business hours, assisting contractors, opening and closing front doors, managing general enquiries, and maintaining a tidy and welcoming foyer.
- Manage cash handling, banking, and reconciliation for performances and events.
- Collect and distribute mail from the GPO box, scanning and filing correspondence as required.
- Work closely with the Creative Learning Coordinator to manage holds, invoicing, and seat maps for school groups.



- Build new shows in Ferve in collaboration with the BREC Hirer Coordinator and Artistic Administrator and liaise with Promoters and Producers regarding ticketing matters in line with contractual obligations and relevant policies.
- Identify and recommend improvements to Box Office operations and implement approved updates.

#### **Audience Development & Sales Support**

- Actively promote current and upcoming events, special offers, donation opportunities, and membership benefits when interacting with patrons.
- Encourage customer engagement with BREC's social media, mailing list, and feedback initiatives, including distributing digital post-show surveys and gathering anecdotal feedback from patrons.
- Work with the Program Team to administer BREC membership programs, including data entry, processing new members, renewals, and responding to member queries.
- Assist with periodic member campaigns, pre-sale offers, and reporting on member activity.
- Coordinate bookings for social clubs, community groups, and bus tour operators, managing seating holds, invoicing, and ongoing relationships through proactive communication.
- Support large-scale mailouts and preparation of promotional materials for physical distribution.
- Monitor foyers for missing or outdated collateral including printed materials, foyer signage, and digital displays.

#### **Administration & Compliance**

- Ensure compliance with all legislation, standards, policies, and procedures relating to your area of BREC's business operation, from both internal and external sources.
- Manage the allocation and issue of complimentary tickets for staff, Board members, partners, and community use in accordance with BREC's internal policies and approval procedures.
- Monitor and respond to the general BREC email address, forwarding enquiries as needed.
- Record and file emailed compliments in the appropriate admin folder, and forward complaints to the relevant manager for resolution.
- Take reasonable care for your own health and safety and that of others, ensuring a safe working environment for staff, contractors, artists, and patrons. Report hazards, incidents, and near-misses promptly, and comply with all BREC Work Health and Safety policies, procedures, and training requirements.
- Other duties relevant to this role as required.

#### **Essential Selection Criteria**

1. **Strong customer service skills**, with a friendly, professional manner and a genuine interest in helping people have a great experience.
2. **Excellent communication and interpersonal skills**, including confidence in face-to-face, phone and email interactions.
3. **Good organisational and administrative ability**, with attention to detail and accuracy when processing information, payments, or bookings.
4. **Computer literacy**, including Microsoft Office 365 (Word, Excel, Outlook), and confidence learning new systems (training can be provided for BREC's ticketing software).
5. **Ability to work calmly under pressure**, prioritising tasks and maintaining accuracy in busy periods.
6. **Works well with others, demonstrating reliability, adaptability, and a constructive approach to collaboration and continuous improvement. Availability for rostered work**, including regular evenings and weekends.
7. **Commitment to BREC's values** — Evolve & Thrive, Champion Respect, Together — and to providing a safe and inclusive experience for all.

### Desirable Selection Criteria

1. Experience in **customer service, administration, hospitality, retail, arts or events environments.**
2. Confidence handling **cash and EFTPOS transactions** accurately.
3. Experience using **databases, CRM systems, or SharePoint** for record keeping and internal communication.
4. An interest in **live performance, film or community events.**
5. Understanding of **accessibility and inclusive service** for diverse audiences.

### To Apply

Please email to [careers@bunburyentertainment.com](mailto:careers@bunburyentertainment.com):

1. A cover letter (2 pages or less) outlining your suitability for the role, how you meet the selection criteria and what interests you about the opportunity. Essentially, tell us why this is the job for you!
2. Your Resume
3. Name and contact information for two referees.

**Deadline** 10am, Thursday 30 October 2025.

***NOTE: We are actively recruiting and reserve the right to fill the position prior to the deadline.***

### Questions

Queries to Katrina Potter, Deputy BREC Experience Manager on 08 9792 3145 or email [careers@bunburyentertainment.com](mailto:careers@bunburyentertainment.com)