

position description

Venue Services Coordinator (0.8 full time equivalent)

who we're looking for

The Venue Services Coordinator ensures the smooth running of our venue hire events and season performances. Providing excellent customer service to external and internal clients, you will be the first point of contact for all venue hire events, coordinate the technical and front of house requirements and support our clients to make their events remarkable. You will also coordinate the ticketing, schools and group booking requirements for our season performances and lead the front of house team at events.

The ideal candidate will have experience in all aspects of venue hire and event management, preferably with theatre experience. Experience with Enta or similar ticketing software would be beneficial.

who we are

The ARA Darling Quarter Theatre is located near Darling Harbour on the western fringe of Sydney's CBD. With a flexible seating capacity from 236 up to 372, the venue hosts theatre and music performances, corporate events, launches, presentations and community forums.

The theatre is managed by Monkey Baa Theatre Company, a not-for-profit organisation dedicated to creating exceptional theatre for young audiences. Monkey Baa presents an annual season of works at the theatre in addition to touring productions nationally and internationally.

the position

Position:	Venue Services Coordinator
Position Type:	Part time, 4 days per week. The nature of the role will require flexible hours and will include some evening and weekend work
Reporting To:	Executive Director
Salary:	\$60,000 pro rata plus 10% superannuation
Contract:	12 month contract with an option to extend
Objective:	To ensure the smooth and efficient delivery of venue and customer services that support client events and season performances.

duties include

- Coordinate venue hires from initial enquiry to delivery and wrap-up
- Coordinate school and group bookings, liaising with customers prior to and during their visit
- Manage our ticket booking system (Enta), building shows and maintaining the database
- Act as Box Office Manager, Front of House Manager and Venue Supervisor for events as required
- Lead the Front of House Team to deliver a high level of service at events
- Work closely with the Operations Manager, Production Manager and Associate Producer to ensure the smooth running of events
- Reception duties including taking calls, selling tickets over the phone, venue hire enquiries, answering general emails, receiving deliveries
- Maintain the company administrative systems
- Invoicing and managing debtors in MYOB
- Coordinate bookings for school incursion workshops
- Suggest and implement process improvements

selection criteria

- Experience working in a similar role
- A passion for Theatre for Young People
- Exceptional customer service and people skills
- Exceptional organisational and problem-solving skills
- Be able to learn systems and processes quickly
- High level of computer literacy particularly in relation to word-processing, spreadsheets, invoicing, booking systems and databases
- Understanding of technical AV event requirements an advantage
- Proven ability to develop and manage office systems
- A flexible, collegial and reliable work ethic
- Working With Children Check (or willingness to attain upon employment)
- First Aid and RSA desirable

what to do

For more information or questions about the role please contact Jeremy Miller, Executive Director care of careers@monkeybaa.com.au

Please send your CV and a statement addressing the selection criteria to careers@monkeybaa.com.au

Closing date: Sunday 1 November