



Position Description

Box Office Attendant – Rooftop Movies

About Rooftop Movies

Rooftop Movies is a pop-up cinema produced by Artrage, a not-for-profit incorporated association that has been at the forefront of developing arts and culture in Western Australia since 1983.

Artrage also produces, FRINGE WORLD Festival the largest annual event staged in Western Australia and the third largest Fringe Festival in the world in terms of tickets sold. Find out more about the positive impact of the FRINGE WORLD Festival and the work of Artrage here: https://issuu.com/artrage/docs/2017_impact_report

Rooftop Movies is located on the top floor of the CPP carpark in Northbridge and has been entertaining audiences since 2012.

About the Role

This is a fun and fantastic role perfect for people who enjoy movies, like to make people happy and are looking for some casual night-time shift work over the summer season.

Box Office Attendants play an essential role at Rooftop Movies and are responsible for facilitating the entry and exit of customers into the Rooftop Movies site and providing a high level of customer service. The Attendants sell film tickets, provide information to customers, reconcile cash and EFT payments, and assist the Venue Supervisor in general operations of the cinema.

Due to the nature of the cinema and its season, all applicants must be available for the entire contract period from 27 November 2017 to 31 March 2018.

Application process

In your application, please provide:

- A cover letter (maximum of one page) that addresses the Skills and Experience required for the role;
- Confirmation that you have read and can accept the contract start and end date as listed; and
- A current resume with previous experience and contact details of two professional referees.

Application closing date: Midnight WST Friday 3 November 2017.

Applications received after the closing date will not be accepted. Applications can only be sent via email as Adobe PDF files with a total size of no more than 2MB. Do not attach ZIP or password protected files.

Email your application to hello@rooftopmovies.com.au with "Box Office Application" in the Subject heading before the application closing date. Any questions or queries regarding the application process or position can be directed to the Program Manager, James Taylor at manager@rooftopmovies.com.au

By submitting an application for this position, you acknowledge and accept our Privacy Policy, which is available to view on our website.

Selection Process

Shortlisted applicants will be asked to take part in an interview. Interviews will be conducted in person between Monday 6 November – Friday 10 November. Telephone/Skype interviews will only be scheduled if the applicant is not currently in Perth.

The start date for the position is in the week commencing Monday 27 November.

Contract Details

Salary: \$25.00 per hour plus Superannuation contributions

Contract Period: 27 November 2017 – 31 March 2018.

Working Hours: Normal work hours are 5pm to venue close (around 11pm depending on the daily program). Each staff member will be rostered for approximately 2 shifts per week.

Training and induction will be scheduled in advance of the season commencing.

Working Location: Rooftop Movies and Artrage Office, Northbridge

Position Description

Position Title	Box Office Attendant
Contract Period	27 November 2017 – 31 March 2018
Reports to	Program Manager, Venue Manager, Venue Supervisors, Food and Bar Provider, Security
Direct Reports	Venue Manager, Program Manager, Venue Supervisor
Works with	Venue Manager, Venue Supervisor, Program Manager, Candy Bar Attendants, Bar staff, Food Vendors, Security

Key Accountabilities

Box Office Coordination and Sales

- Generate box office reports and collect equipment from the Artrage office.
- Process ticket and merchandise sales at the Rooftop Movies box office.
- Reconcile cash and EFT from ticket sales and ensure banking is completed securely.
- Report to the Venue Supervisor with any feedback, issues or notes.

Customer Service

- Respond to enquiries from the general public.
- Work with security personnel on communicating entry requirements to patrons.
- Deliver a high standard of customer service for patrons, clients and stakeholders of Rooftop Movies.
- Creating and maintaining the workplace atmosphere of Rooftop Movies

Venue Operations

- Assist the Venue Supervisor with opening and closing procedures.
- General cleaning and tidying tasks.
- Ensure venue signage is installed and maintained.

Team and Development

- Actively support all staff and encourage team building and a supportive culture across the organisation.
- Embrace FRINGE WORLD values in all areas of work.
- Promote a positive and supportive workplace for all staff.

Other Duties

- Undertake any other duties assigned by the Executive Team, which might reasonably be deemed to be within the scope of the role and having regard for the skills and qualifications relating to the role.

Skills and Experience

- Excellent customer service skills.
- Experience with computer based ticketing or box office systems.
- Skilled at responsibly and accurately handling cash, EFTPOS transactions and end of shift reconciliations.
- Strong interpersonal and verbal communication skills.