# **SYDNEY FESTIVAL**

# **POSITION DESCRIPTION**

## BOX OFFICE ATTENDANT (Casual contract)

Every January, Sydney Festival enlivens and transforms Sydney with a bold cultural celebration based on the highest quality art and big ideas.

The program is kaleidoscopic in its diversity, from burlesque circus to Chicago rap to Dutch theatre; from contemporary dance to family programs to traditional Indigenous arts practice. In 2017, the program comprised around 450 performances and around 150 events performed by over 1000 artists in more than 46 venues. Inclusive programming, a broad range of free events and accessible pricing policies for the ticketed shows means that Sydney Festival is open to all, welcoming Sydneysiders and visitors from wherever they live.

Sydney Festival runs its own ticketing system (ENTA) and works closely with a number of third party ticketing agencies

**Title** Box Office Attendant

**Reports to** Ticketing Manager

# **Contract length** Casual; 27 December 2017 – 28 January 2018

## PURPOSE

Provide support to the Ticketing team in the day to day running of external box offices.

**KEY DUTIES**

* To undertake ticket sales over the counter in the box office
* Provide customer service support including information about the Festival in the box office
* Processing all ticketing requests that come into the box office
* Staffing box offices at opening nights and other events where required
* General administrative assistance
* Assist with any ticket processing as required
* Assist Systems Coordinator with completing stop sales
* Manage an allocated float including ensuring that there is adequate change and reconciling all ticket sales at the end of your shift

**SELECTION CRITERIA**

* Previous experience in a ticketing role.
* Excellent customer-service history and communication skills.
* Previous Festival experience.
* Familiarity with various ticketing systems, particularly Enta
* Excellent interpersonal and negotiation sills
* Capacity to work as part of a small busy team
* Demonstrated ability to adapt and remain flexible in a sometimes challenging environment
* Right to work in Australia

Applications should include your resume and a cover letter outlining the selection criteria.

Applications close at **5pm on** **Tuesday 14th November 2017** and should be emailed to tara.harding@sydneyfestival.org.au