# **SYDNEY FESTIVAL**

# **POSITION DESCRIPTION**

## BOX OFFICE SUPERVISOR (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 Supervisor

**Reports to** Ticketing Manager

# **Contract length** 18 December 2017 – 29 January 2018

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## PURPOSE

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

**KEY DUTIES**

* Assist the Ticketing Manager in the management of all external box office’s in an efficient, customer-focused manner
* Ensure that the box office provides excellent customer service to its patrons, escalating any specialised complaints/requests to the Operations Coordinator
* Manage any specific needs bookings for venues
* Processing all ticketing requests that come into the box office
* Staffing box offices at opening nights and other events where required
* Assist with ticket processing as required
* Liaise with Systems Coordinators regarding holds
* Provide reporting assistance for front of house staff
* Management of the access control system
* Effectively supervise and support box office staff in dealing with difficult and exceptional behaviors and circumstances
* Assist in the reconciliation of all ticket sales and daily banking
* Administer and verify individual box office staff time sheets

**SELECTION CRITERIA**

* Previous experience in a supervisory ticketing role.
* Experience in supervising and guiding a team
* Sound Microsoft Excel skills.
* Excellent customer-service history and communication skills.
* Excellent interpersonal and negotiation skills
* Conflict resolution skills
* Capacity to work under pressure
* 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

**DESIRABLE SKILLS/EXPERIENCE**

* Previous Festival experience
* Familiarity with various ticketing systems, particularly Enta
* Knowledge of the Sydney artistic community

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