

SYDNEY FESTIVAL

POSITION DESCRIPTION

Sydney Festival is a celebration of Sydney during the summer holiday month of January. It is one of Australia's largest annual cultural events and has an international reputation for modern, popular and contemporary programming spanning all art forms including dance, theatre, music, visual arts and large-scale free outdoor events.

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

Title	Customer Service Representative
Reports to	Ticketing Manager
Contract length	Casual; 21 October 2019 – 26 January 2020

PURPOSE

Provide support to the Ticketing team in the day to day running of the Festival ticketing operations.

KEY DUTIES

- Provide efficient, accurate and customer-friendly ticketing and information service by phone, person (if required), mail and through e-commerce
- Provide customer service support for customers with minor ticketing issues, escalating any specialised complaints/requests to the Ticketing Operations Coordinator
- Resolve customer enquiries through sound problem solving, decision-making, and effective communication
- Manage all access bookings for Sydney Festival
- Processing any ticketing requests
- Assisting with the dispatch of tickets
- Staffing box offices at opening nights and other events where required
- Assist the Ticketing Manager with the updating of the Festival database
- During the sales period, assist with any ticket processing as required
- During the festival period assist Systems Coordinator with stop sales
- Filing and general administrative assistance for the ticketing team

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SELECTION CRITERIA

- Previous experience in a ticketing role.
- Sound Microsoft Excel skills.
- Excellent customer-service history and communication skills.
- Previous Festival experience would be advantageous
- Familiarity with various ticketing systems, particularly ENTA
- Capacity to work as part of a small busy team
- Demonstrated ability to adapt and remain flexible in a sometimes challenging environment

Applicants will need to be available for a minimum of 3 shifts per week between the hours of 8.45am and 5pm, Monday - Friday.

In January, applicants will need to be available for a minimum of 4 shifts per week between the hours of 8am and 8pm, Monday - Friday and 9.45am and 2pm Saturday and Sunday.

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

Applications close at **5pm on Friday 20th September 2019** and should be emailed to tara.harding@sydneyfestival.org.au

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