

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 several third-party ticketing agencies.

Title	Box Office Assistant
Reports to	Director Customer Services
Contract length	Casual
	November 2021 – 30 January 2022 x 2 positions
	28 December 2021 – 30 January 2022 x 10 positions

PURPOSE

Provide support to the Ticketing team in the day to day running of the Sydney Festival box office operation.

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.
- Filing and general administrative assistance for the ticketing team.
- Staffing box offices where required.
- Assisting Systems Coordinator with completing stop sales.
- Manage an allocated float ensuring that there is adequate change.
- 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 would be advantageous.
- Familiarity with various ticketing systems, particularly ENTA.

**SYDNEY
FESTIVAL**

- Excellent interpersonal and negotiation skills.
- 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 Friday 8 October 2021** and should be emailed to ticketing@sydneyfestival.org.au

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