

SYDNEY FESTIVAL POSITION DESCRIPTION

TICKETING OPERATIONS COORDINATOR

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	Ticketing Operations Coordinator
Reports to	Director Customer Services
Contract length	November 2021 – 4 February 2022

PURPOSE

Management of the day to day running of the customer service team.

KEY DUTIES

- Assist the Director Customer Services in the management of external box offices and call centre in an efficient, customer-focused manner.
- Management and maintenance of the box offices including but not limited to restocking stationary, printed collateral and banking supplies
- Ensure that the call centre and box office provides excellent customer service to its patrons, escalating any specialised complaints/requests to the Director Customer Services.
- Oversee 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
- Assist Systems Coordinator with facilitating agent stop-sales for the Festival Village venues
- Liaise with Systems Coordinators regarding holds
- Oversee any 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.
- Responsible for the reconciliation of all box office ticket sales.
- Oversee banking for the box office.
- Administer and verify individual box office staff time sheets.

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- Effective rostering of the box office and call centre, ensuring that staff levels are managed due to operational requirements.
- Liaise with the Director Customer Services for the ongoing training of customer service staff.
- Assist the Director Customer Services with recruitment of customer service staff.
- Ensure that the customer service staff have the knowledge, skills and abilities appropriate to the job requirements.

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.

Applications close at 5pm Friday 8th October and should be sent to tara.easlea@sydneyfestival.org.au, please include your resume and a cover letter outlining the selection criteria.

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