



## **BOX OFFICE COORDINATOR 2023**

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 and works closely with a number of third party ticketing agencies

|                        |                                     |
|------------------------|-------------------------------------|
| <b>Title</b>           | Box Office Coordinator              |
| <b>Reports to</b>      | Customer Services Director          |
| <b>Contract length</b> | 26 September 2022 – 3 February 2023 |

### **PURPOSE**

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

### **KEY DUTIES**

- Assist the Customer Services Director in the management of external box offices and call centre in an efficient, customer-focused manner.
- Daily monitoring of the ticketing inboxes.
- Ensure that the call centre and box office provides excellent customer service to its patrons, including the handling of customer complaints by email, phone and in person.
- Troubleshooting any technical problems, recording and reporting them to Customer Services Director.
- Staffing box offices at VIP nights and other events where required.
- Assist with ticket processing as required.
- 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.
- Administer and verify individual box office staff time sheets.
- Effective rostering of the box office and call centre, ensuring that staff levels are managed due to operational requirements.
- Assist the Customer Services Director with recruitment of customer service staff.
- Liaise with the Customer Services Director for the ongoing training of customer service staff.

- Ensure that the customer service staff have the knowledge, skills and abilities appropriate to the job requirements.
- Perform other duties as required to meet operational requirements during peak demand.

## **SELECTION CRITERIA**

- Demonstrated expertise and hands-on working knowledge of CRM or ticketing systems, preferably ENTA.
- Strong understanding of ticketing software.
- Previous experience in a supervisory ticketing role.
- Sound office administration skills including experience with Microsoft suite and a methodical approach to record keeping.
- Excellent communication skills both verbally and written, with an emphasis on providing excellent customer service
- Capacity to work under pressure.
- Proven attention to detail, including the ability to review and correct own work
- Capacity to work as part of a small busy team.
- Demonstrated ability to adapt and remain flexible in a sometimes challenging environment.
- Ability to make decisions and solve complex problems.
- Right to work in Australia.

This role is a full-time contract position based at the Sydney Festival head office.

Applications close at 5pm Friday 12<sup>th</sup> August and should be sent to [tara.easlea@sydneyfestival.org.au](mailto:tara.easlea@sydneyfestival.org.au), please include a cover letter outlining the selection criteria as well as your CV.