



BOX OFFICE REPRESENTATIVE 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 several third-party ticketing agencies.

Title	Box Office Representative
Reports to	Box Office Coordinator
Contract length	Casual; October 2022 – January 2023

PURPOSE

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

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 Box Office 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 with completing stop sales.
- Assist with the process of complimentary tickets.
- Perform other duties as required to meet operational requirements during peak demand.

SELECTION CRITERIA

- Previous experience in a ticketing role.
- Excellent communication skills both verbally and written, with an emphasis on providing excellent customer service
- Previous Festival experience would be advantageous.

- Demonstrated hands-on working knowledge of ticketing systems, preferably ENTA.
- 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.
- Right to work in Australia.

This role is a casual contract position based at the Sydney Festival head office.

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 10pm, Monday - Sunday.

Applications close at 5pm Friday 19th August and should be sent to tara.easlea@sydneyfestival.org.au, please include a cover letter outlining the selection criteria as well as your CV.