



SYDNEY FESTIVAL 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

Title	Ticketing Systems Assistant
Reports to	Customer Services Director
Contract length	26 September 2021 – 3 February 2023

PURPOSE

The Ticketing Systems Assistant provides support to the Ticketing Systems Manager and Customer Services team to ensure the successful delivery of ticketing and customer services for Sydney Festival.

KEY DUTIES

- Event building on the Sydney Festival ticketing system.
- Assist the Ticketing Systems Manager with monitoring available allocations between agencies and venues, and adjust where necessary.
- Assist the Ticketing Systems Manager with monitoring hold levels and manage the system release of these holds as required.
- Implement changes to prices, special offers etc. for events.
- Assist customer service team with questions about events, facilitating exchanges & ticket requests.
- During the Festival, manage stop sales and return Festival allocations to venues and agencies.
- Perform other duties as required to meet operational requirements during peak demand.
- Assist in staffing VIP nights as required.

SELECTION CRITERIA

- Demonstrated expertise and hands-on working knowledge of CRM or ticketing systems, preferably ENTA.
- Strong understanding of ticketing software

- Previous box office experience
- Excellent time-management skills
- Excellent communication skills both verbally and written, particular with broad customer groups
- Strong Microsoft Excel skills
- 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 12th 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.