



SYDNEY FESTIVAL 2025

Each January Sydney Festival shakes up Sydney with a summer festival of music, art, dance, theatre and immersive experiences. We're proud of our long history of commissioning groundbreaking new Australian art, and we're equally proud to be a great place to work, with many seasonal team members returning year after year.

Sydney Festival is committed to equity and inclusion. We welcome and encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people with disability and people from the LGBTQI+ community.

Title	Box Office Representative
Reports to	Customer Services Coordinator
Contract length	Casual; October 2024 – 31 January 2025
Hourly Rate	\$35 + Super

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.