



## EVENTS TICKETING COORDINATOR

### SYDNEY FESTIVAL 2026

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. Sydney Festival strives to make reasonable adjustments to provide a supportive and barrier-free workplace. If you require any adjustments before or during the selection process, please mention this with your application.

<b>Title</b>	Events Ticketing Coordinator
<b>Salary</b>	\$70,000 pro rata to the contract length
<b>Reports to</b>	Customer Services Director
<b>Contract length</b>	20 October 2025 – 30 January 2026

### PURPOSE

The Events Ticketing Coordinator provides support to the Events team and Customer Services team to ensure the successful delivery of guest ticketing services for Sydney Festival.

### KEY DUTIES

- Determine and coordinate ticket requirements and requests with Events & Hospitality Manager, executive office and communications teams.
- Act as first point of contact for VIP event guests to contact the Festival with ticketing requests and issues.
- Administrative tasks including, updating and maintaining VIP records in the database, ticket processing & hold management.
- Customer Service duties including but not limited to: answering calls via the Sydney Festival call centre, responding to queries via email and social media, outbound and upselling calls as required.
- Key customer service agent for stakeholder ticketing, completing tasks not limited to: database management, ticket exchanges and cancellation, notification of event changes.
- Assisting, where required, with onsite box office guest ticketing.
- Coordinate opening night invitations and manage RSVPs from the guest ticketing inbox.
- Prepare guest lists and seating maps for opening/VIP nights.

- Prepare event run sheets.
- Raise Purchase Orders for catering.
- Other event assistance duties as required by the Events & Hospitality Manager.
- Perform other duties as required to meet operational requirements during peak demand.
- Assist with post-Festival filing, reporting and database management.

## **SELECTION CRITERIA**

- Demonstrated expertise and hands-on working knowledge of CRM or ticketing systems, preferably ENTA.
- Previous box office experience
- Excellent time-management skills
- Excellent communication skills both verbally and written, with an emphasis on providing excellent customer service
- 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 should be sent to [ticketing@sydneyfestival.org.au](mailto:ticketing@sydneyfestival.org.au), please include a copy of your CV and a cover letter.

Applications close 5pm 29<sup>th</sup> August 2025.