



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. 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 of the 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	Ticketing & Customer Services Coordinator
Salary	\$70,000 pro rata to the contract length
Reports to	Customer Services Director
Contract length	September 2026 – 29 January 2027

PURPOSE

The Customer Services Coordinator is responsible for assisting in the building and maintenance of events on the Sydney Festival ticketing system and coordinating and supervising the day to day running of the casual customer service team.

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.
- During the Festival, manage stop sales and return Festival allocations to venues and agencies.
- Assist with post-Festival reports and analysis.
- Assist with management of Sydney Festival database.
- Assist the Ticketing and Customer Services Director in the coordination & supervision of external box offices and call centre in an efficient, customer-focused manner.
- Ensure that the casual customer services team provide excellent customer service to its patrons, escalating any specialised complaints/requests.
- Resolve customer service inquiries, complains and issues promptly ensuring comprehensive documentation.

- Support customer services staff in dealing with difficult and exceptional behaviours and circumstances.
- Responsible for the reconciliation of all offsite box office ticket sales.
- Effective rostering of the casual customer service team, ensuring that staff levels are managed due to operational requirements.
- Train and mentor casual customer service staff.
- Ensure that the customer service staff have the knowledge, skills and abilities appropriate to the job requirements.
- Cultivate a positive and collaborative team environment within the customer services team.
- Collaborate with external organisations to coordinate seamless on-site box office logistics.
- Perform other duties as required to meet operational requirements during peak demand.

REQUIREMENTS OF THE ROLE

- 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 should be sent to ticketing@sydneyfestival.org.au, please include a copy of your CV and a cover letter.

Applications close 12th August 2026.