

# **SYDNEY FESTIVAL**

## **POSITION DESCRIPTION**

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 (ENTA) and works closely with a number of third party ticketing agencies

<b>Title</b>	Ticketing Assistant
<b>Reports to</b>	Ticketing Manager
<b>Contract length</b>	30 September 2019 – 31 January 2020

### **PURPOSE**

Provide support to the Ticketing team in the day to day running of the Festival ticketing operations.

### **KEY DUTIES**

- Provide customer service support for customers with minor ticketing issues, escalating any specialised complaints/requests to the Ticketing Operations Coordinator
- Resolve customer enquiries through sound problem solving, decision-making, and effective communication
- During the sales period, assist with any ticket processing as required
- Assisting with the dispatch of tickets
- Staff and manage the VIP collection desk on opening nights
- Assist the Events & VIP Manager with VIP ticket requests
- Assist the Ticketing Manager with the updating of the Festival database
- During the sales period, assist with any ticket processing as required
- Filing and general administrative assistance for the ticketing team

# **SYDNEY FESTIVAL**

## SELECTION CRITERIA

- Previous experience in a ticketing role.
- Supervisory box office experience would be advantageous.
- Sound Microsoft Excel skills.
- Excellent customer-service history and communication skills.
- Previous Festival experience would be advantageous
- Familiarity with various ticketing systems, particularly ENTA
- 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.

Applications should include your resume and a cover letter outlining the selection criteria.

Applications close at **5pm on Friday 26<sup>th</sup> July 2019** and should be emailed to [ticketing@sydneyfestival.org.au](mailto:ticketing@sydneyfestival.org.au)

**SYDNEY  
FESTIVAL**