

SYDNEY FESTIVAL

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.

Title Ticketing Services Coordinator

Reports to Ticketing Manager

Contract length Full Time 5 October 2020 – February 2021

Key relationships Marketing department
ENTA
Ticketing agencies
Venues

PURPOSE

The Ticketing Services Coordinator is responsible for maintaining an allocation of events on the ticketing system and managing the day to day running of the customer service team.

KEY DUTIES

- Create event build documents for distribution to venues and other ticketing agencies.
- Build and manage events on the Sydney Festival ticketing system.
- Set up and maintain holds spreadsheets for allocated shows.
- Liaise with venues and agencies to set allocations on the Sydney Festival ticketing system and distributing allocations to the preferred ticketing agencies.
- Monitor hold levels and manage the system release of these holds as required.
- During the sales period, monitor available allocations between agencies and venues, and adjust where necessary.
- Implement changes to prices, special offers etc. for allocated events.
- During the Festival, coordinate stop sales and return Festival allocations to venues and agencies.
- Assist Ticketing Manager with post-Festival reports and analysis.
- Assist Ticketing Manager with management of Sydney Festival database
- Assist the Ticketing Manager in the management of external box offices and call centre in an efficient, customer-focused manner.
- Ensure that the call centre and box office provides excellent customer service to its patrons, escalating any specialised complaints/requests to the Ticketing Manager.
- Oversee all ticketing requests that come into the box office
- Effectively supervise and support box office staff in dealing with difficult and exceptional behaviors and circumstances.
- Responsible for the reconciliation of all box office ticket sales.

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- Oversee banking for the box office.
- Administer and verify individual box office staff time sheets.
- Effective rostering of the customer service team, ensuring that staff levels are managed due to operational requirements.
- Liaise with the Ticketing Manager for the ongoing training of customer service staff.
- Assist the Ticketing Manager with recruitment of customer service staff.
- Ensure that the customer service staff have the knowledge, skills and abilities appropriate to the job requirements.

REQUIREMENTS OF THE ROLE

1. Previous experience of managing a box office or supervisory ticketing role
2. Previous experience working at an arts festival
3. Extensive expertise and hands-on working knowledge of ticketing systems, preferably ENTA.
4. Able to work independently as well as coordinating a small team of staff
5. Excellent time-management skills
6. Excellent communication skills
7. Strong Microsoft Excel skills
8. Right to work in Australia

Applications for the position should include a cover letter outlining how your skills and experience meet the requirements and capabilities of the role.

Applications can be sent to tara.easlea@sydneyfestival.org.au

Closing date: 28th September 5pm

Please note that only successful candidates will be contacted

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