

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.

Sydney Festival runs its own ticketing system (ENTA) and works closely with a number of third party ticketing agencies

Title	Box Office Attendant
Reports to	Ticketing Manager
Contract length	Casual; 29 December 2015 – 26 January 2016

PURPOSE

Provide support to the Ticketing team in the day to day running of the Festival Village box office.

KEY DUTIES

- To undertake ticket sales over the counter in the village box office
- Provide customer service support including information about the Festival in the village box office
- Processing all ticketing requests that come into the box office
- Staffing box offices at opening nights and other events where required
- General administrative assistance
- Assist with any ticket processing as required
- Assist Systems Coordinator with completing stop sales
- Manage an allocated float including ensuring that there is adequate change and reconciling all ticket sales at the end of your shift

SELECTION CRITERIA

- Previous experience in a ticketing role.
- Excellent customer-service history and communication skills.
- Previous Festival experience.
- Familiarity with various ticketing systems, particularly Enta
- Excellent interpersonal and negotiation skills
- Capacity to work as part of a small busy team
- Demonstrated ability to adapt and remain flexible in a sometimes challenging environment

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Applications for the position should include the following information.

Personal Details

- Full name
- Address – work and home
- Contact telephone numbers – including mobile
- Confidential email address
- Nationality and citizenship

Curriculum Vitae covering

- Details of all positions held, including dates and reporting lines, responsibilities and key achievements
- Details of education any professional training and qualifications
- Any other relevant information (e.g., speaking engagements, offices held in professional bodies, publications, etc.)

Referees

- Contact details of three referees including name, relationship to candidate, current telephone number and email address
- Please note that referees will not be contacted until after consultation with the candidate and only if the candidate proceeds to the shortlist phase. It is the candidate's responsibility to ensure that their referees are willing to provide oral reports when contacted.

Applications close at **5pm on Monday 28th September 2015** and should be emailed to tara.harding@sydneyfestival.org.au

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