

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 Coordinator
Reports to	Ticketing Manager
Contract length	14 December 2015 – 31 January 2016

PURPOSE

Management of the day to day running of the Festival Village box office.

KEY DUTIES

- Assist the Ticketing Manager in the management of the Village box office in an efficient, customer focused manner.
- Management and maintenance of the Village Box Office including but not limited to restocking stationary, printed collateral and banking supplies
- Ensure that the Village 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 Village box office
- Staffing box offices at opening nights and other events where required
- Assist with ticket processing as required
- Assist Systems Coordinator with facilitating agent stop-sales for the Festival Village venues
- Liaise with Systems Coordinators regarding holds
- Provide reporting assistance for Front of House staff
- Management of the access control system for both Village venues
- Effectively supervise and support box office staff in dealing with difficult and exceptional behaviours and circumstances
- Responsible for the reconciliation of all ticket sales
- Responsible for banking the takings for the Village box office
- Administer and verify individual box office staff time sheets.
- Effective rostering of the Village Box Office, ensuring that staff levels are managed due to operational requirements.
- Liaise with the Ticketing Manager for the ongoing training of box office staff
- Ensure that the box office staff have the knowledge, skills and abilities appropriate to the job requirements.

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SELECTION CRITERIA

- Previous experience in a supervisory ticketing role.
- Experience in supervising and guiding a team
- Sound Microsoft Excel skills.
- Excellent customer-service history and communication skills.
- Excellent interpersonal and negotiation skills
- Conflict resolution skills
- Capacity to work under pressure
- Capacity to work as part of a small busy team
- Demonstrated ability to adapt and remain flexible in a sometimes challenging environment

DESIRABLE SKILLS/EXPERIENCE

- Previous Festival experience
- Familiarity with various ticketing systems, particularly Enta
- Knowledge of the Sydney artistic community
- Previous rostering experience

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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