

SYDNEY FESTIVAL POSITION DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE (Casual contract)

Every January, Sydney Festival enlivens and transforms Sydney with a bold cultural celebration based on the highest quality art and big ideas.

The program is kaleidoscopic in its diversity, from burlesque circus to Chicago rap to Dutch theatre; from contemporary dance to family programs to traditional Indigenous arts practice. In all, the program comprises around 370 performances and around 100 events performed by over 700 artists in more than 30 venues each year. Inclusive programming, a broad range of free events and accessible pricing policies for the ticketed shows means that Sydney Festival is open to all, welcoming Sydneysiders and visitors from wherever they live.

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

Title Customer Service Representative

Reports to Ticketing Manager

Casual contract length 18 October 2016 – 29 January 2017

PURPOSE

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

KEY DUTIES

- Provide efficient, accurate and customer-friendly ticketing and information service by phone, person (if required), mail and through e-commerce
- 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
- Manage all disability access bookings for Sydney Festival
- Processing any ticketing requests
- Assisting with the dispatch of tickets
- Staffing box offices at opening nights and other events where required
- Assist the Ticketing Manager with the updating of the Festival database
- During the sales period, assist with any ticket processing as required
- During the festival period assist Systems Coordinator with stop sales
- Filing and general administrative assistance for the ticketing team

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SELECTION CRITERIA

- Previous experience in a ticketing role.
- 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

Applicants will need to be available for a minimum 3 shifts per week between the hours of 8.45am and 7pm, Monday – Friday, 8.45am – 3pm on Saturday, and the occasional Sunday.

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

Applications close at **5pm on Friday 12th August 2016** and should be emailed to tara.harding@sydneyfestival.org.au

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