

POSITION DESCRIPTION

Position Title	Guest Ticketing Coordinator
Reporting to	Ticketing Manager
Salary	48,000 pro-rata
Contract Dates	23 April to 21 June 2019

The Sydney Film Festival (SFF) is one of the longest running events of its kind in the world. Each year the Festival brings the best new local and international films audiences in Sydney. As well premiere features from over 60 countries, SFF screens short films, Australian films, documentaries and archive titles. The festival hosts a number of awards to recognize excellence in filmmaking, including the Official Competition, Dendy Awards for Australian Short Films, (which are Academy Award eligible) and Documentary Australia Foundation Documentary Prize.

Sydney Film Festival, now going into its 66th year, occurs over 12 days in June in 10 locations across the Sydney CBD, Cremorne, Randwick and Inner West, screening 350 sessions of over 190 films. The Travelling Film Festival (TFF) operates all year, taking weekend festivals to 19 venues across regional NSW, Queensland and the Northern Territory.

OVERVIEW OF THE POSITION

The Guest Ticketing Coordinator is responsible for coordinating guest, sponsor and VIP complimentary tickets of the Sydney Film Festival. Key responsibilities include ensuring superior customer service occurs; that guest, VIP, opening night and closing night complimentary allocation and distribution of tickets run smoothly over all festival venues. Please note that this position is expected to be available to work every day during the festival.

The specific responsibilities of the role include:

- Providing a superior standard of customer service at all times.
- Liaise with internal staff of complimentary tickets requirements, ensuring that these are distributed in a timely fashion in conjunction with the Ticketing Manager.
- Assist with the management of complimentary tickets issued during the festival to VIPs, Guests, Sponsors and the opening and closing night events.
- Managing exchanges as required.
- Other duties as required.

KEY SELECTION CRITERIA

Essential

- At least two years ticket sales experience.
- Experience of online ticketing systems preferred.
- Previous experience within a major event or festival, with a wide range of ticket and booking options an advantage.
- Experience working in an organisation which offers subscription and multi-ticket purchase platforms an advantage.
- Proven ability to work in a high pressured environment, with competing priorities, stakeholders and deadlines.
- Exceptional attention to detail, with excellent written and verbal communication skills.
- Proven experience in a customer service focused role and past experience working with 'VIP's' an advantage.
- Computer and administration skills packages including FileMaker Pro, Microsoft Word and Excel programs.

Desirable

- Experience with the Ferve ticketing system.
- Previous experience working in events in the arts or a cultural organisation.
- An interest in film and the film industry.

CORE COMPETENCIES

- Team Focus: Is committed and skilled at working with and assisting others to achieve positive outcomes.
- Flexible: Demonstrates a willingness to take on new challenges roles and responsibilities and adapt positively to changing working conditions and priorities.
- Self Starting: Highly motivated to achieve, shows initiative and acts proactively to deliver excellent results without directive supervision.
- Interpersonal: Skilled at building rapport, understanding others needs and developing effective working relationships.