



POSITION DESCRIPTION

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| Position Title | Ticketing Supervisor |
| Reporting to | Ticketing Manager |
| Salary | \$45,000 pro-rata |
| Contract Dates | 23 April – 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 to 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 Ticketing Supervisor is responsible for assisting to ensure the highest quality customer service is provided for all Festival ticketing. The Ticketing Supervisor works closely with the Box Office Manager to ensure all box offices and phone sales are running smoothly throughout the long festival days. The Ticketing Supervisor also provides support to the ticketing team as required.

The key tasks and responsibilities of the Ticketing Supervisor are:

- Providing a superior standard of customer service at all times.
- Supervise phone room staff and customer calls, and assist with training as needed.
- Manage customer email enquiries.
- Oversee access bookings.
- Assist with the sale of Flexipasses and single ticket sales.
- Assist with maintaining the ferve ticketing system and website updates.

During the Festival

- Assist Box Office Coordinator with supervising box office staff at festival venues and cash handling duties as required.
- Assist members of ticketing team – including Volunteer Coordinator – as required.
- Take phone bookings and requests from donors and partners via their exclusive concierge line.



KEY SELECTION CRITERIA

Essential

- At least one year of ticket sales experience
- Experience of online ticketing systems
- Excellent cash handling skills and ability to balance off box office at the end of the each shift.
- Exceptional attention to detail, with excellent written and verbal communication skills
- Proven experience in a customer service focused role.
- Previous experience within a major event or festival, which offered a wide range of ticket and booking options an advantage.
- Experience working in an organisation which offers subscription and multi-ticket purchase platforms, as well as a large volume of single tickets an advantage.
- Proven ability to work in a high pressured environment, with competing priorities, stakeholders and deadlines.

Desirable

- Experience with the Ferve ticketing system.
- Previous experience working in events in the arts or a cultural organization.
- An interest in film and the film industry.
- A good working knowledge of Sydney, with reference to arts organisations and online audiences.

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.