

**POSITION DESCRIPTION**

**Position Title**                **Box Office Coordinator x 2 (AM & PM)**
**Reporting to** Ticketing Manager
**Contract Dates** 1 July 2021 - 1 September 2021

The Box Office Coordinator is responsible for assisting to ensure the highest quality customer service is provided for all Festival ticketing. The Box Office Coordinator works closely with the Box Office Manager to ensure all box offices and phone sales are running smoothly throughout the long festival days and also provides support to the ticketing team as required.

The key tasks and responsibilities of the Box Office Coordinator are:

* Oversee sales of subscriptions
* 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

* Main point of contact for State Theatre daytime Venue Coordinator and subscriber ticketing/voting queries
* Assist Box Office Manager with supervising box office staff at festival venues and cash handling duties as required
* Assist member of ticketing team – including Volunteer Coordinator – as required

**KEY SELECTION CRITERIA**

 **Essential**

At least three years 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