

**POSITION DESCRIPTION**

**Position Title**                **Complimentary Ticketing Coordinator**

**Reporting to** Ticketing Manager
**Contract Dates** 6 July – 1 September 2021

The Complimentary 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.