

SYDNEY FILM FESTIVAL

POSITION DESCRIPTION

EXPRESSION OF INTEREST CALLOUT – TICKETING COORDINATORS

Roles Available	Ticketing Coordinator VIP & Guest Ticketing Coordinator
Reporting to	CRM & Ticketing Manager
Contract Dates	15 April – 21 June 2024
Hours of Work	5 days per week, Monday to Friday 9am – 5pm , with an understanding that Festival work will require some out of hours work which is considered for in the remuneration. Weekend work including public holidays will be required during the Festival period, and will be remunerated on a pro rata basis per day.
Remuneration	\$50,000 (pro-rata) + 11% Superannuation contribution

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.

SFF also presents the Travelling Film Festival, taking mini festivals to 19 venues across regional NSW, the Northern Territory & Regional Queensland. SFF receives funding from federal, state and local government, corporate sponsorship & philanthropic donations.

OVERVIEW OF THE POSITIONS

Ticketing Coordinator

The Ticketing Coordinator is responsible for assisting to ensure the highest quality of customer service is provided for all Festival Ticketing. The Ticketing Coordinator works closely with the Ticketing System Administrator to ensure all box office and phone sales are running smoothly

throughout the festival. The Ticketing Coordinator provides support to the ticketing team as required, including builds and administration of ticketed events, Opening & Closing Night Galas and Box Office Casuals rostering.

The Key Tasks & Responsibilities of the Ticketing Coordinator are:

- Provide a superior standard of customer service at all times
- Assisting in the creation, administration and testing of ticketing builds and price types that ensure a smooth booking experience for customers across all platforms including web, phone and in person
- Supervise phone room staff and customer calls & email enquiries, and assist with escalations
- Assist with training of box office casuals
- Manage access bookings
- Have a confident understanding of SFF internal holds & complimentary ticketing policies
- Assist with Ticketing System Administrator with Ferve Ticketing Updates and Daily Reporting of Holds
- Support Guest Ticketing Coordinator with Opening & Closing Night

VIP & Guest Ticketing Coordinator

The VIP & Guest Ticketing Coordinator is responsible for the allocation of guest, sponsor and VIP complimentary & paid tickets of the Sydney Film Festival. This includes providing superior customer service while working with multiple departments to ensure the VIP administration ticketing experience runs smoothly across all festival venues. This position also oversees the ticketing for Opening & Closing Night Galas.

The Key Tasks & Responsibilities of the VIP & Guest Ticketing Coordinator are:

- Provide a superior standard of customer service at all times
- Being responsible for the placing, tracking and removing of holds in accordance with company policy
- Have a confident understanding of SFF internal holds & complimentary ticketing policies
- Liaise with internal staff of complimentary tickets issued during the festival to VIPs, Guests and Sponsors
- Oversee ticketing of Opening & Closing Night Galas

KEY SELECTION CRITERIA

Essential

- Ticket sales experience
- Customer service experience
- Previous experience within a major event or festival with a wide range of ticketing & booking options such as subscriptions, multi-ticket purchases and exchanges
- Proven ability to work in a high-pressured environment with competing priorities, stakeholders & 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 including Microsoft Word & Excel programs

Desirable

- Experience with the Ferve Ticketing system
- An interest in film & the film industry.
- Ticketing Administration experience.

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.

To apply for the positions, please send your CV and a cover letter addressing the key selection criteria, and your suitability for the role to info@sff.org.au by 5pm Friday 1 March 2024.