

Sydney Writers' Festival

Role Title: Ticketing Coordinator
Reports To: Ticketing and Customer Service Manager
Salary Range: \$55k pro-rata
Employment Term: 6 month, full-time contract position (January to June 2023)

Sydney Writers' Festival encourages applications from all backgrounds, communities and industries, and is committed to having a team that is made up of diverse skills, experiences, and abilities.

About Sydney Writers' Festival

Sydney Writers' Festival is one of the world's leading and most beloved literary institutions. It is a place for readers, writers and thinkers to share ideas, tell stories and celebrate literature.

Since our first Festival in 1997, we have brought thousands of diverse writers and thinkers from Australia and around the globe together in Sydney. In the company of the world's best novelists, poets, journalists, public intellectuals, economists, politicians, podcasters and scientists, we've discussed some of the most pressing issues of our times. We've celebrated prize-winning authors, long-awaited novels from writers at the height of their careers and introduced debut authors to eager and enthusiastic new audiences.

Readers and writers have exchanged thoughts and opinions, perspectives and philosophies, creating a powerful community based on radical dialogue and respectful debate. The drumbeat of questioning that thrums underneath the Festival is powerful and enlivens Australia's democratic tradition.

About this role

The Ticketing Coordinator supports the day-to-day operational and ticketing needs of the Festival Box Office team. This includes assisting with event builds, education bookings and invoicing, guest ticket fulfillment, call centre bookings and general box office duties as required. You will report to the Ticketing and Customer Service Manager and work closely with the Ticketing Supervisor.

KEY RESPONSIBILITIES

Under the guidance, and with the ongoing support of the Ticketing & Customer Service Manager and the Ticketing Supervisor, the Ticketing Coordinator, will:

- Have a minimum of 2 years' experience working with Tessitura CRM system.
- Coordinate ticketing requests for the SWF education program, including booking, invoicing, liaising with schools, liaising with EDConnect and reconciling EFT payments with our accounts department in a timely manner.
- Ensure that company data entry standards are met, and secure data policies are followed, with a focus on PCI compliance and GDPR.
- Assist with the customer communications required for any event/seat changes, ensure that refunds for any cancelled events are processed efficiently and conveyed to customers in a timely manner.
- Fulfil internal complimentary and guest ticket requests as directed by the Ticketing & Customer Service Manager.
- Assist with daily sales reports distribution and post Festival data analysis and reconciliation as required by the Ticketing & Customer Service Manager.
- Assist with customer support, including inbound telephone bookings, online booking assistance and face-to face transactions.
- Be aware of and follow internal and offsite box office health and safety and security procedures.

Selection Criteria

- Minimum 2 years' experience working with Tessitura.
- Experience coordinating VIP/guest ticketing.
- Experience working in the arts industry and/or Festival environment.
- Proficiency in office computer systems including word and excel.
- Demonstrated commitment to exceptional customer service and client relationships.
- Excellent communication and negotiation skills.
- Exceptional attention to detail and accuracy.
- Demonstrated ability to manage simultaneous projects under pressure.

How to apply

Applications should be addressed to Iain Shand and be sent to jobs@swf.org.au.

Applications must include:

- A current resume.
- Covering letter (no more than 2 pages), including an outline of your interest in the role, addressing how your experience prepares you for the responsibilities required and how you align with the selection criteria.
- Three (3) references that includes a current manager/supervisor.

Candidates are encouraged to send in their applications as soon as possible.

Applications close: 5pm 30 November

This job description describes the broad scope of the role and is not an exhaustive list. It may also change from time to time with due consultation to meet the changing needs of the business.