



Sydney Writers' Festival Ltd
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Sydney Writers' Festival

Role title: Customer Service Representative

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 main purpose of this role is to provide box office service to Sydney Writers' Festival customers and patrons from the presale period through to the conclusion of the Festival.

You are responsible for maintaining an efficient, effective and professional ticketing service to both internal and external customers and to assist the Ticketing Supervisor as required.

Customer Service Representatives work across the Box Office and Call Centre during the Festival Week at Carriageworks.

Remuneration

Customer Service Representatives are employed as casual employees of Sydney Writers' Festival.

The current pay rate is \$30.61 per hour (level 2 LPA award rate plus casual loading) paid fortnightly, plus superannuation of 10.5%. Hours will be tracked via timesheets and paid fortnightly.

Availability requirements

Availability over the Festival period, **20–26 May 2024** is a must for this position.

There are two phases of recruitment. Please indicate in your application which one you would like to be considered for and any restrictions on availability we should consider.

A total of 12 positions are available.

Phase One Period

26 February–29 May 2024 – Average of two days per week except during the Festival week.

Phase Two Period

29 April–29 May 2024 – Average of two days per week except during the Festival week.

Festival week hours TBD.

Both phase candidates will finish their employment when the festival period ends on 29 May 2024.

Selection Criteria

To apply for this role, please forward your resume and a cover letter demonstrating how you meet each of the following criteria.

- Previous experience of working with the Tessitura ticketing system – highly desirable
- Exceptional interpersonal and communication skills
- Demonstrated skill in delivering and maintaining customer service excellence, including the capacity to resolve issues in a courteous, timely and logical manner
- Previous experience in a box office or similar ticketing environment – desirable
- Proven ability to work autonomously or within a team as required
- Good financial skills including cash management
- Ability to meet availability requirements – flexible for the right candidates
- Must be Australian resident or hold a current, appropriate working visa

How to apply

Please send your resume and cover letter to jobs@swf.org.au and direct them to Ticketing and Customer Service Manager, Iain Shand.

Applications close at 5pm on Friday 16 February 2024.

If you have any questions prior to applying, please direct them to ticketing@swf.org.au.