

Sydney Writers' Festival

Role Title: Ticketing Supervisor
Reports to: Ticketing and Customer Services Manager
Salary Range: \$70,000 per annum pro-rata
Terms: 6-month, full-time contract position (15 January to 31 May 2024)

SWF encourages applications from all backgrounds, communities, and industries, and are 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 Supervisor is primarily responsible for the day-to-day operational and ticketing needs of the main Festival box office including event builds and the management and supervision of casual staffing. Reporting to the Ticketing and Customer Services Manager, the Ticketing Supervisor will ensure the Festival events program is built accurately in Tessitura and TNEW and that any operational tasks in relation to the smooth running of the main Festival box office are completed in a timely manner.

Responsibilities

Under the guidance and ongoing support of the Ticketing and Customer Services Manager, the Ticketing Supervisor will:

- Work with the Ticketing and Customer Service Manager in coordinating event builds and ticketing setup in Tessitura including creation and maintenance of pricing templates, GL codes, new venues (facilities), keywords, ticket templates, promo codes, hold maps and best seating maps.
- Work with our external vendors/venue box offices in coordinating event builds, allocations, and sales reporting when necessary.
- Work closely with the Marketing and Development teams, manage the Tessitura and TNEW integration with the main Sydney Writers' Festival website, including testing online purchase paths, pricing rules and promo codes.
- Train and manage seasonal Festival ticketing staff including Box Office Supervisor(s) and Customer Service Representatives.
- Ensure that company data entry standards and secure data policies are followed by all staff using the CRM system with a focus on PCI compliance and GDPR.
- Create and manage the weekly Festival box office staff rosters and timesheets.
- Coordinate the equipment, hardware and software requirements for our satellite call centre and box office locations for the Festival, to deliver superior customer service.
- Maintain internal complimentary ticket policy and process, as developed by the Ticketing and Customer Service Manager, working closely with our Programming, Marketing, Media and Development teams.
- Assist with customer communications in collaboration with the marketing team including preparation of lists for use with Wordfly.
- Record and respond to customer feedback in a timely manner.
- Assist with post-Festival data analysis and reconciliation as required by the Ticketing and Customer Service Manager.
- Manage delivery of frontline customer service including inbound telephone bookings and online booking assistance.
- Undertake any other duties as reasonably required by company department heads and the CEO.

Selection Criteria

- Demonstrated experience using Tessitura and TNEW. Two years minimum desirable but we are flexible with the right candidate.
- Supervisory experience in box office operations, preferably in a large-scale, major event or festival environment.
- Demonstrated skill and experience supervising a team of casual workers.
- Excellent customer service and interpersonal skills including verbal and written communication.
- Excellent administrative skills including excel.

How to apply

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

Applications must include:

- A current resume
- Cover letter (no more than two 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. Please note: Referees will be contacted after prior consultation with the candidate.

Applications close at 5pm on Sunday 22 October.

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