

PERTH FESTIVAL

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| Position Title: | Box Office Team Leader |
| Department | Marketing |
| Supervisor Title: | Ticketing and Customer Experience Manager |

About Perth Festival

We affirm the primacy of Indigenous culture by acknowledging our presence on Whadjuk Noongar Boodjar.

As the longest-running arts festival in the nation, our not-for-profit organisation is dedicated to enriching life through art.

We are answerable to our community and seek to demonstrate the power of art to bridge divisions and unite people from all sectors of life. The inclusivity we seek addresses multi-cultural, socio-economic and geographical divides.

We champion rich Indigenous traditions and contemporary art practices. We collaborate with local institutions, grassroots arts organisations to develop opportunities, skills and jobs for Western Australians, as we have since our foundation in UWA in 1953.

The Festival is central to supporting the next generation of creative thinkers. We commission and present works that give voice to this generation, as well as commission acclaimed National and International artists to collaborate with local artists. New perspectives, big ideas and creative action at the Festival can provide the toolkit for our community to thrive in the 21st century.

The Festival has many strengths to draw on in seizing opportunities and rising to the challenges we face. Using our strategic pillars of community; leadership and sustainability we aim to fulfil our vision to be at the hear of our local community on Whadjuk Noongar Boodjar and a world leader for cultural and artistic experience.

About the work area

The Marketing department is responsible for management of the Festival's brand, audience development initiatives, advertising campaigns, box office, strategic communications, digital activities, ticketing and customer service.

The department develops marketing strategies that strengthens relationships with existing audiences, attracts new audiences and enhances each individual's Festival experience.

Role statement

Under the direction of the Ticketing and Customer Experience Manager, the Box Office Team Leader is responsible for the day to day running of the Festival Information Centre and External Box Offices, while maintaining a strong focus on customer service.

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Key responsibilities

1. Hiring, training and day to day supervision of the Casual Ticketing teams
2. Develop rosters, communicate schedules and approve timesheets
3. Set up, monitor, and run internal and external box office locations
4. Assist with box office emails, webchat and phone queries
5. Ensure weekly updates are communicated to the Casual Ticketing Team
6. Record complaints in Tessitura and manage responses with the wider Marketing Team
7. Manage the Access Ticketing process and requirements, and liaise with the Audience Services Manager and Community Engagement Manager where necessary
8. Liaise with third party ticketing providers and venue management as required
9. Assist the Ticketing Team with allocation monitoring, artist/schools/media ticketing and hand-backs, and general reporting requests
10. Set up inbound phone tracking reports as well as web chat reports
11. Provide support to the Ticketing Team with testing on the Tessitura ticketing System
12. Learn and understand partner ticketing systems (where required) and liaise with third party ticketing providers and venue management
13. Complete an end of Festival report, with input from the wider Ticketing Team
14. Other duties as directed by the Ticketing and Customer Experience Manager or Head of Marketing

Specific work capabilities (selection criteria)

Previous experience with Tessitura (desirable)

Excellent interpersonal communication and management/leadership skills

Ability to work to deadlines and in a demanding environment

Ability to supervise and work as part of a team

Ability to work in a high-volume contact service environment

Strong scheduling and problem-solving skills, accuracy and attention to detail

Good computing skills including MS Suite

Special Requirements

Current, valid C Class Driver's License