

PERTH FESTIVAL

Position Title:	Box Office Team Leader
Department	Marketing
Supervisor Title:	Customer Relations & Ticketing Manager

About Perth Festival

At the edge of Australia, at the edge of the world, our lifestyle, our environment, our history provides us with a singularly distinctive outlook on how we celebrate creativity and culture — and embrace the very best that humanity has to offer from anywhere on the planet. Every summer since 1953 Perth explodes with music, dance, stories, conversations and laughter. Bright and bold and refreshingly down-to-earth, our Festival is made for locals — but we invite everyone to jump in, and experience art in a different light.

We are uniquely placed to celebrate the oldest living culture in the world by championing rich indigenous traditions and contemporary arts practice.

We build a creative community through arts sector development and diverse audience engagement, which are the heartbeat of the Festival. We collaborate with local institutions, grass roots arts organisations and provide opportunities, skills and jobs for hundreds of people each year.

This Festival and this city share the most dynamic region in the world, the Indian Ocean Rim and East Asian time zone where more than 60% of the world's population lives. The opportunities for artists, producers and presenters to explore creative engagement and international partnerships throughout the region are boundless.

The Festival was born out of the University of Western Australia's annual summer school entertainment nights as a “festival for the people” in response to a changing post-war society hunger for cultural nourishment.

Perth Festival now stands as Australia's premier curated arts festival – and one of the greatest in the world – with a diverse program of international artistic excellence that honours the vision of Festival founder Prof Fred Alexander:

“Keep up your standards and seek the best that is available to you wherever it may be found; but don't allow the Festival to become the exclusive preserve of the ultra-highbrows who might be tempted to forget that it is primarily a festival for the people of Perth.”

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 Customer Relations & Ticketing 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 required

Specific work capabilities (selection criteria)

Previous experience with Tessitura

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

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Organisation chart

