

PERTH FESTIVAL

Position Title:	Ticketing and Customer Service Team
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, assist in the operation of the Festival Information Centre, ticketing, customer service and reporting.

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Key responsibilities

1. Learn and understand the Tessitura ticketing and CRM system
2. Provide a high level of informed, courteous and friendly information to Festival patrons
3. Process Festival ticket and membership bookings at the Festival's Information Centre and various box office outlets
4. Assist with event and other ticketing administration duties as required
5. Assist with external Festival box offices
6. Provide feedback and advice to the Festival about ticketing
7. Support with assessing and responding to customer complaints
8. Ensure that all ticketing documentation is filed in accordance to Festival procedure
9. Other duties as required

Specific work capabilities (selection criteria)

Previous experience with Tessitura (or other Ticketing/CRM systems, highly desirable) as well as good computing skills including MS Suite

Excellent interpersonal communication skills

Ability to work to deadlines and in a demanding environment

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

Ability to work autonomously and as part of a team, and to work in a high-volume client facing environment

Organisation chart

