

PERTH FESTIVAL

Position Title:	Ticketing Coordinator
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, assist in the running of the Festival Information Centre, general ticketing operations, and reporting.

Key responsibilities

1. Assist the Ticketing Manager with event builds and testing on Tessitura
2. Assist the Ticketing Manager with building promotional codes and dynamic pricing where required
3. Work with the Stakeholder Ticketing Coordinator to ensure stakeholder ticketing

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requirements are accounted for in event builds within Tessitura

4. Work with the Box Office Team Leader to coordinate accessible seat bookings and liaise with the Audience Services Manager on requirements
5. Learn and understand the Ticketek ticketing system and liaise with third party ticketing providers and venue management
6. Communicate any event changes and new discount code requirements to third party ticketing providers, and ensure changes are loaded within a reasonable time and communicated to all ticketing staff
7. Assist the Ticketing Manager with allocation monitoring and handover
8. Assist the Ticketing Manager with daily sales reports and general reporting requests
9. Assist the Box Office Supervisor with training the Ticketing and Customer Service Team
10. Assist the Box Office Supervisor with supervising the Ticketing and Customer Service Team and assisting patrons via phone, email, and in person as required
11. Ensure that all ticketing documentation is filed in accordance to Festival procedures
12. Provide feedback and advice to the Festival in regards to ticketing
13. Other duties as required by the Ticketing and Customer Experience Manager or Head of Marketing

Specific work capabilities (selection criteria)

Previous experience with Tessitura, or other ticketing system (desirable)

Excellent interpersonal communication skills

Ability to work to deadlines and in a demanding environment

Good computing skills including MS Suite

Ability to work as part of a team

Ability to work in a high volume contact service environment

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

Experience working with Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds (desirable)