

## TICKETING COORDINATOR

### About Us

Queensland's premier arts festival, Brisbane Festival heralds the promise of play and celebration as it lights up the city each September in a blaze of colour.

We create extraordinary art and take up residence throughout the river city, atop iconic landmarks and deep into the suburbs. We host captivating live performances and installations from home and across the world. Our Festival reflects the diverse communities that give Brisbane its unique voice. We invite audiences to Be Bold with us, to expect art unexpected with open hearts and minds; to be entertained, inspired, and amazed.

Brisbane Festival acknowledges this country's First Nations people and with their leadership and guidance, we celebrate that deep cultural legacy. We create a rich multi-arts program made by and with our local Aboriginal and Torres Strait Islander communities.

Our artists, people and partners are ambitious and agile dreamers who make the impossible possible through passion, hard work, and care.

### Position Summary

Calling all ticketing legends!

Brisbane Festival is seeking a ticketing icon to support the delivery of the festival's ticketing functions as Ticketing Coordinator.

Reporting to the Ticketing & CRM Manager, the Ticketing Coordinator will help deliver administrative and customer service functions of the ticketing team. This includes liaising with internal and external stakeholders to deliver each production's ticketing requirements, compiling and distributing guest lists, issuing complimentary tickets, and performing Box Office duties where required.

At all times, the Ticketing Coordinator will demonstrate an extremely organized approach with impeccable attention to detail, an ability to thrive in fast paced environments and a genuine skill in developing positive, collaborative working relationships at all levels.

This role will commence early-August 2026 and continue through to late-September 2026. The salary for this role is \$61,800.00 p.a. (pro-rated) plus superannuation.

### Reporting

Reports to: Ticketing and CRM Manager

Positions reporting to the role:

## Communication

In respect to internal and external relations, the Ticketing Coordinator will:

- Report to the Ticketing and CRM Manager ,
- Liaise with the Marketing team and appropriate other staff members to carry out the role,
- Liaise with relevant external stakeholders as required,
- Provide the Ticketing and CRM Manager with a weekly report of developments and activities. This may take place in writing or in the form of a meeting.

## Roles and Responsibilities

With support from the Ticketing and CRM Manager , the Ticketing Coordinator will:

- Deliver administrative and customer service support to the ticketing team,
- Action ongoing changes to event ticketing including but not limited to adjusting holds, creating new promotions or discounts, or other administrative tasks,
- Compile and distribute guest lists,
- Compile and issue complimentary tickets,
- Monitor ticketing inbox and respond to patron enquiries as well as ticket purchase, exchange or refund requests in a timely manner and demonstrating exceptional customer service,
- Assist with the management of onsite ticketing and Box Office requirements across the festival by supervising casual staff,
- Attend key events and opening night performances when required to assist with VIP ticketing, and
- Other relevant tasks when reasonably requested by the Ticketing & CRM Manager or Ticketing Lead.

## Systems

In respect to systems use, the Ticketing Coordinator will:

- Utilise the organization-wide systems in accordance with policies and procedures provided.

## WHS

In respect to Workplace Health and Safety, the Ticketing Coordinator will:

- Take an active role in effectively implementing Brisbane Festival's WHS policy.

## Relevant Experience

### Essential

- Ticketing and box office experience in a performing arts venue, festival, or organisation
- Attention to detail, excellent written and verbal communication skills

- Ability to work in a high-pressure environment
- Manage competing priorities, stakeholders, competing deadlines
- Intermediate competency in Microsoft Suite, primarily in Excel

#### Desirable

- Sales or customer service experience
- Prior experience with ticketing software, or the ability to rapidly learn new systems with training
- Prior experience using Airtable or other similar project management software
- Prior experience training, rostering, and supervising casual staff

### How To Apply

Please apply via our [online application form](#) only. Address your application to: Persephone Hitzke-Dean – Ticketing and CRM Manager . For enquiries contact: Persephone Hitzke-Dean - persephone@brisbanefestival.com.au.

Please provide your CV including at least two referees, as well as a statement indicating how you meet the selection criteria listed. A cover letter is optional. Short-listed applicants should be available for interview after the application closing date. All applications are strictly confidential.

APPLICATIONS CLOSE: 9:00am on Friday 10 July 2026

*Research shows that while men apply to jobs when they meet an average of 60% of the criteria, women and other marginalised folks tend to only apply when they check every box. So, if you think you have what it takes, but don't necessarily meet every single point above, please still get in touch. We would love to have a chat and see if you could be a great fit.*

*Brisbane Festival is an equal opportunity employer committed to diversity in the workplace. Our vision is to have a team which reflects the breadth and diversity of Brisbane's population. Aboriginal and Torres Strait Islander People, LGBTQIA+, culturally and linguistically diverse applicants and people with a disability are encouraged to apply.*

### Privacy

The following is extracted from our Privacy Policy. If you wish to view the entire policy, please request a copy via the email address above.

#### 3.3. Information for job applicants (including volunteers)

##### 3.3.1. Collection of your personal information

If you are applying for a job with us, you may be required to provide us with certain personal information, including your:

Name; Residential address; Postal address; Telephone numbers; Email address; Employment history; Educational background.

in person, over the telephone, by fax or email, as part of, or in relation to, your job application.

In considering your information, we may also collect information about you from the referees you nominate in your application.

### 3.3.2. Use of your personal information

We will only use your personal information for the purposes of considering your application and, if successful, your employment.

### 3.3.3. Disclosure of personal information

In considering your application, it may be necessary for us to disclose some of your personal information to third parties to verify the accuracy of that information. We will disclose only such information as is necessary in the circumstances.