



## **Ticketing Assistant**

### **About us:**

Each September Brisbane Festival unites the city in a celebratory fusion of culture with a thrilling program of theatre, music, dance, circus, opera and major public events such as Sunsuper Riverfire. A \$16 million premier international event, Brisbane Festival is the biggest event of its kind in Queensland with over one million people coming together to join the festivities. With a core staff of approximately 15 and a Board of 10 Directors, Brisbane Festival builds to a peak in September with 80+ staff, 150+ contractors, 300+ volunteers, and 1500+ artists.

### **Position Summary:**

As the Ticketing Assistant, you will support the Ticketing Manager to manage and maintain online ticketing and onsite box office systems, in addition to providing exceptional customer service.

You'll be part of a small and dedicated Festival team. You'll work across all events in the Brisbane Festival program and have the opportunity to build their experience in festival operations, audience engagement and stakeholder liaison.

### **Reporting**

Reports to: Ticketing Manager

Positions reporting to role: Ticketing Interns

### **Communication**

In respect to internal and external relations the Ticketing Assistant shall:

- Liaise with the Ticketing Manager and appropriate staff members including technical/production, development, marketing and publicity, and administration to assist with ticketing requirements and procedures;
- Liaise with ticketing agents, venues and arts organisations to implement ticketing activity;
- Provide the Ticketing Manager with a weekly report of developments and activities. This may take place in writing or in the form of a meeting.

### **Financial Delegation**

- N/A

### **Roles and Duties**

The Ticketing Assistant's duties shall include, but shall not be exclusively restricted to the following:

- Assist with the organisation and distribution of complimentary tickets;
- Coordinate the production and delivery of tickets to venues;



- Assist with the coordination of ticketing at Brisbane Festival VIP events;
- Liaise with venue Box Office & Front of House staff advising of ticketing requirements;
- Assist with the collection of patron data from ticketing agents and/or venues;
- Assist with data collection and reporting using the Brisbane Festival database and various ticketing information systems;
- Assist with the distribution of daily ticket sales reports;
- Reconcile internal and external ticket sales reports;
- Assist with the management of department interns and volunteer schedules; and

Other duties as required to support the Ticketing Manager.

### **Systems**

- Utilise the organisation-wide systems in accordance with policies and procedures provided;

### **WHS**

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

### **Selection Criteria**

#### Essential

1. Previous experience within a ticketing sales or support role,
2. Intermediate to advanced level competency in Microsoft Office 365,
3. Proven ability to work in a high-pressured environment, with competing priorities, stakeholders and deadlines,
4. Exceptional attention to detail, with excellent written and verbal communication skills,
5. Proven experience in a customer service focused role,
6. Cash handling experience.

#### Desirable

1. Experience within a major event or Festival environment, which offered a wide range of ticket and booking options,
2. Demonstrated use of a database system, or the capacity to quickly obtain these skills,
3. Experience working with ENTA ticketing system software,

### **HOW TO APPLY**

Please apply by email only. Address your application to: [marketing@brisbanefestival.com.au](mailto:marketing@brisbanefestival.com.au). In the subject line of your email please include the following: Your Name, Application for Ticketing Assistant. In the body of the email, include a copy of your cover-letter.

Please provide your résumé 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 between 24-28 June. All applications are strictly confidential.

***Brisbane Festival is an equal opportunity employer. Our vision is to have a team which reflects the breadth and diversity of Brisbane's population. We particularly encourage Aboriginal and Torres Strait Islander people to apply.***

***Applications close 5pm, Tuesday 18 June 2019.***

## **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 in order to verify the accuracy of that information. We will disclose only such information as is necessary in the circumstances.