



POSITION DESCRIPTION

Position Title	Ticketing Manager
Reporting to	Customer Relations Manager
Salary	Full-time fixed-term role 19 February to 22 June 2018, pro-rata \$55,000 +9.5% super

Sydney Film Festival (SFF) is one of the longest running events of its kind in the world. Each June, the Festival brings the best new films from around the globe to audiences in Sydney. As well as features and documentaries from over 50 countries, SFF screens Australian films shorts and retrospective titles. The Festival hosts a number of awards to recognise excellence in filmmaking, including the Official Competition, Documentary Australia Foundation Award for Australian Documentary, and Dendy Awards for Australian Short Films (which are Academy Award eligible), incorporating fiction, animation and screenplay categories. SFF also runs the Travelling Film Festival, taking mini-Festivals to 19 venues across regional NSW, the Northern Territory and rural Queensland.

OVERVIEW OF THE POSITION

The Ticketing Manager is responsible for coordinating all public ticket sales for the 2018 Sydney Film Festival. Key responsibilities include ensuring superior customer service, box office staff management, and facilitating the sale of subscription, Flexipass and single tickets over multiple venues throughout the Festival. Please note that this position is expected to be available to work each day / night of the Festival. This position will include some weekend work once the Festival is on sale.

The key tasks and responsibilities of the Ticketing Manager are:

- Manage the Ferve Tickets software to build all ticketed sessions and implement all necessary price-types, holds, etc. Must be skilled in adding content to websites.
- Assist with recruitment and training of core ticketing and box office team.
- Manage ticketing staff to ensure box offices, venues, and guest ticketing run smoothly.
- Action reports using the ticketing system and Excel. Weekly reports and as required.
- Providing a superior standard of customer service at all times.
- Manage online, phone and postal sales and distribution of subscription passes.
- Oversee online, app and phone sales of Flexipasses and single ticket sales over multiple venues.
- Assist programming and development teams with education program and philanthropy bookings as needed.
- Managing exchanges and refunds as required in conjunction with the Customer Relations Manager.
- Be the first point of call for any issues that customers may have.
- Maintaining relevant spreadsheets as directed by the Customer Relations Manager.
- Liaising with the Customer Relations Manager to ensure on-going maintenance of the customer database as it relates to the ticket sales data information.
- Other duties as required.

KEY SELECTION CRITERIA

Essential

- At least three years ticket sales experience
- Experience of online ticketing system software
- Intermediate to advanced Excel knowledge

- Previous experience within a major event or Festival, which offered a wide range of ticket and booking options
- Experience working in an organisation which offers subscription and multi-ticket purchase platforms, as well as a large volume of single tickets
- Proven ability to work in a high pressured environment, with competing priorities, stakeholders and deadlines
- Exceptional attention to detail, with excellent written and verbal communication skills
- Proven experience in a customer service focused role
- Cash handling experience
- Computer and administration skills packages including FileMaker Pro, Microsoft Word and Excel programs
- Staff management
- Ticketing systems experience at a senior reporting level

CORE COMPETENCIES

- **Team Focus:** Is committed and skilled at working with and assisting others to achieve positive outcomes
- **Flexible:** Demonstrates a willingness to take on new challenges roles and responsibilities and adapt positively to changing working conditions and priorities
- **Self Starting:** Highly motivated to achieve, shows initiative and acts proactively to deliver excellent results without directive supervision
- **Interpersonal:** Skilled at building rapport, understanding others needs and developing effective working relationships