

SYDNEY FILM FESTIVAL

POSITION DESCRIPTION

EXPRESSION OF INTEREST CALLOUT – TICKETING COORDINATORS

Roles Available	Ticketing Coordinator VIP & Guest Ticketing Coordinator Patron Ticketing & Box Office Coordinator (0.6 PT)
Reporting to	CRM & Ticketing Manager
Contract Dates	07 April – 20 June 2025
Hours of Work	5 days per week, Monday to Friday 9am – 5pm , with an understanding that Festival work will require some out of hours work which is considered for in the remuneration. Weekend work including public holidays will be required during the Festival period, and will be remunerated on a pro rata basis per day.
Remuneration	\$52,250 (pro-rata) + 10.5% Superannuation contribution

The Sydney Film Festival (SFF) is one of the longest running events of its kind in the world.

The annual June Festival brings the best new films from Australia and around the world to audiences in Sydney. As well as 250+ features, shorts, retros, and documentaries from over 50 countries across 350+ sessions at around eight Sydney-wide venues across 12 days. The Festival is celebrating its 72nd Festival in 2025 between 4 – 15 June.

The Festival hosts several 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 presents the Travelling Film Festival, taking mini festivals to 19 venues across regional NSW, the Northern Territory and regional Queensland. SFF receives funding from federal, state, and local government, corporate sponsorship, and philanthropic donations.

OVERVIEW OF THE POSITIONS

Ticketing Coordinator

The Ticketing Coordinator is responsible for assisting to ensure the highest quality of customer service is provided for all Festival Ticketing. The Ticketing Coordinator works closely with the Ticketing System Administrator to ensure all web ticketing, box office and phone sales are running smoothly throughout the festival. The Ticketing Coordinator provides support to the ticketing team as required, including builds and administration of ticketed events, Opening & Closing Night Galas and Box Office Casuals rostering.

The Key Tasks & Responsibilities of the Ticketing Coordinator are:

- Provide a superior standard of customer service at all times.
- Supervise phone room staff and customer calls & email enquiries, and assist with escalations
- Assist with training of box office casuals
- Manage access bookings
- Have a confident understanding of SFF internal holds & complimentary ticketing policies.
- Assist with Ticketing System Administrator with Ferve Ticketing Updates and Daily Reporting of Holds
- Assist in the build and testing of SFF events
- Support Guest Ticketing Coordinator with Opening & Closing Night

VIP & Guest Ticketing Coordinator

The VIP & Guest Ticketing Coordinator is responsible for the allocation of guest, sponsor and VIP complimentary & paid tickets of the Sydney Film Festival. This includes providing superior customer service while working with multiple departments to ensure the VIP administration ticketing experience runs smoothly across all festival venues. This position also oversees the ticketing for Opening & Closing Night Galas.

The Key Tasks & Responsibilities of the VIP & Guest Ticketing Coordinator are:

- Provide a superior standard of customer service at all times
- Have a confident understanding of SFF internal holds & complimentary ticketing policies.
- Liaise with internal staff of complimentary tickets issued during the festival to VIPs, Guests and Sponsors
- Review & release of held seats across all sessions
- Oversee ticketing of Opening & Closing Night Galas
- Assist the ticketing team with the testing of ticketing systems
- Collaborate with the Patron Ticketing Coordinator to action bookings for Directors Patron Program Supporters.

Patron Ticketing & Box Office Coordinator (0.6 PT)

The Patron Ticketing Coordinator is a newly created position in 2025 which will provide support across the Ticketing & Philanthropy teams with the allocation of VIP complimentary and paid tickets of the Sydney Film Festival. The successful candidate will form close relationships with our Directors Patrons Program Supporters while assisting with their ticketing enquiries from program launch, and during the Festival dates assist the ticketing team with key daily tasks, including holds management, complimentary ticketing requests, and box office support.

There will be two key periods of responsibilities:

April – Mid May:

- Assist the ticketing team with the testing of ticketing systems ahead of Program Launch
- Using exceptional customer service, Facilitate bookings & event enquiries for our Directors Patron Program supporters

Mid May – June

- Support Ticketing & Box office Casuals with standard enquiries, escalations, daily tasks and roster changes.
- Collaborate with the VIP Ticketing Coordinator to action bookings for Directors Patron Program Supporters.

The key tasks and responsibilities of this role are:

- Build exceptional relationships with Directors Patron Program supporters
- Work collaboratively across Philanthropy and Ticketing
- Have excellent time management and communication skills
- Have a confident understanding of SFFs ticketing policies and procedures to support both Box Office Casuals and Directors Patrons.
- Have a strong ability to adapt to workflow changes.

KEY SELECTION CRITERIA

Essential

- Ticket sales experience
- Customer service experience
- Previous experience within a major event or festival with a wide range of ticketing & booking options such as subscriptions, multi-ticket purchases and exchanges
- Proven ability to work in a high-pressured environment with competing priorities, stakeholders & deadlines.
- Exceptional attention to detail, with excellent written and verbal communication skills
- Proven experience in a customer service focused role and past experience working with 'VIP's' an advantage
- Computer and administration skills including Microsoft Word & Excel programs

Desirable

- Experience with the Ferve Ticketing system
- An interest in film & the film industry.
- Ticketing Administration experience preferred.

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.

To apply for these positions, please complete the [Ticketing Coordinator Application Form](#) and upload your CV and cover letter addressing the key selection criteria by 14th March 2025. Interviews will commence shortly after the application close date.

Application Form can also be found via our website here - <https://www.sff.org.au/about/our-organisation/jobs/>