

POSITION DESCRIPTION

Job Title:	Casual Ticketing Sales Assistant
Job Type:	Casual fixed-term contract
Location:	Darwin, Northern Territory
Department:	Ticketing
Reports to:	Ticketing Manager
Remuneration:	In accordance with the LPA Award
Engagement:	Round 1: Wednesday 19 June to Sunday 27 August 2019 Round 2: Friday 2 August to Sunday 27 August 2019
Date Prepared:	April 2019

SUMMARY

Darwin Festival is northern Australia's leading 18-day international multi-arts festival.

Attracting attendances of more than 105,000 and delivering 230 performances across 30 venues annually, the 2018 Darwin Festival featured 703 local, national and international artists, and was delivered by 100 staff supported by 120 Festival volunteers.

With ticket sales and the number of participating artists more than doubling across the past two seasons, Darwin Festival is fast establishing itself as Australia's leading tropical winter arts festival.

ROLE DESCRIPTION

Casual Ticketing Sales Assistants will support and assist the Ticketing Manager, Ticketing Assistant Manager, Ticketing Coordinator and Ticketing Supervisors in the successful and professional delivery of ticketing services for the Darwin Festival. Casual Ticketing Sales Assistants will work across the Festival's telephone and onsite ticketing outlets using the Festival's VIA ticketing database.

Casual Ticketing Sales Assistants are directly supervised by the Ticketing Supervisors, receive direction from the Ticketing Assistant Manager and Ticketing Coordinator, and report to the Ticketing Manager.

This position is ultimately responsible to the Chief Executive Officer.

KEY RESPONSIBILITIES

1. Ticketing Operations

- Undertake counter and telephone ticket sales and assist in fulfilling postal orders
- Ensure the Darwin Festival Box Office provides excellent customer service at all times and assist members of the public to engage with the Festival
- Ensure hardware or software faults are immediately communicated to a supervisor

2. Financial Operations

- Cash handling and reconciliation of till balances
- Operating EFTPOS payment devices and ensuring transactions are processed accurately

3. Communication

- Work collaboratively with all members of the Darwin Festival team to ensure open and clear communication channels are maintained for sharing information
- Participate in staff meetings when required

4. Occupational Health, Safety and Welfare

- Participate in risk assessments and site inductions as required
- Adhere to best practice WHS management and operating procedures

5. General

- Attend Festival events and functions as required
- Other duties as directed by the Ticketing Manager, Ticketing Assistant Manager, Ticketing Coordinator, Ticketing Supervisors or CEO

KEY RELATIONSHIPS

Internal Relationships

Casual Ticketing Sales Assistants assist the Ticketing Manager, Ticketing Assistant Manager, Ticketing Coordinator and Ticketing Supervisors in the professional and efficient operations of the Darwin Festival Box Offices.

External Relationships

Casual Ticketing Sales Assistants maintain positive relationships with the general public.

KEY COMPETENCIES

Accountabilities

- Demonstrate professional ticketing services for Darwin Festival
- Demonstrate positive, friendly and efficient customer service
- Demonstrate accuracy across financial transactions
- Demonstrate adherence to the Darwin Festival Finance Policy & Procedures as well as other organisational policies and procedures
- Deal with internal and external stakeholders professionally at all times to uphold, enhance and further the professional profile of Darwin Festival
- Demonstrate excellent verbal and written communication skills, and participate as a team player with a positive, collaborative and inclusive attitude

- Demonstrate the successful operation of Red61's VIA Ticketing System and the processing of comp tickets.

ESSENTIAL SELECTION CRITERIA

- Excellent customer service skills
- The ability to work in a small team and to demonstrate initiative
- The ability to multitask in a busy environment under pressure while responding to a variety of demands from customers and colleagues
- Good computer skills
- Cash handling and reconciliation experience
- Previous box office experience in a festival environment desirable
- Experience using the VIA ticketing system desirable

APPLICATION PROCESS

Interested applicants should submit a CV and a cover letter addressing the section criteria and qualifications, experience and skills to contact@darwinfestival.org.au

For inquiries, please contact Miriam Scapin, Festival Administrator, on (08) 8943 4200.

Applications close on Monday 20 May 2019 at 5.30pm (ACST).