

POSITION DESCRIPTION

Job Title:	Ticketing Supervisor
Job Type:	Maximum-term full-time 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 Monday 26 August 2019 Round 2: Friday 2 August to Monday 26 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

Ticketing Supervisors will support and assist the Ticketing Manager, Ticketing Assistant Manager and Ticketing Coordinator to organise the Ticketing department staff, resources and systems for the successful and professional delivery of ticketing services for the Darwin Festival.

Ticketing Supervisors will assist in resourcing and overseeing the operations of the Festival's online, telephone and onsite box offices, and will help manage the Festival's VIA ticketing database.

Ticketing Supervisors hold key internal and external relationships with venues, suppliers and the general public.

Ticketing Supervisors will work across all Box Office locations. Ticketing Supervisors oversee Casual Ticketing Sales Assistants, take instruction 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

- Assist with administration and daily operation of Darwin Festival Box Office sites
- Undertake counter and telephone ticket sales
- Troubleshoot and report faults in ticketing hardware or software services
- Consult with the Ticketing Manager and Ticketing Coordinator on ticketing policies and procedures and clearly relay these to Casual Ticketing Sales Assistants
- Assist to identify material and human resources required for the effective operation of Box Offices
- Assist customers with queries regarding the Festival program guide and website

2. Financial Operations

- Reconcile and sign off on daily box office cash and EFTPOS takings
- Bank cash takings on a daily basis

3. Staff Supervision

- Ensure Casual Ticketing Sales Assistants are aware of their responsibilities and role requirements, and provide effective supervision and support
- Supervise Casual Ticketing Sales Assistants to conduct daily box office tasks
- Assist staff in dealing with difficult and exceptional behaviours and circumstances
- Inform the Ticketing Manager and Ticketing Coordinator of rostering requirements
- Attend box office staff meetings to encourage input into operational matters and to provide information on changes to the program and ticketing system in general
- In consultation with the Ticketing Manager, administer and verify individual staff timesheets

4. 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

5. Occupational Health, Safety and Welfare

- Ensure that WHS legislation, policies, procedures and work practices are implemented and adhered to, and that supervised staff comply with practices
- Participate in risk assessments and site inductions as required
- Exhibit a proactive attitude to workplace health and safety

6. General

- Attend Festival events and functions as required
- Any other duties as reasonably requested by the Ticketing Manager, Ticketing Assistant Manager, Ticketing Coordinator or CEO

KEY RELATIONSHIPS

Internal Relationships

The Ticketing Supervisors assist the Ticketing Manager, Ticketing Assistant Manager and Ticketing Coordinator in the professional and efficient operations of the Darwin Festival Box Office.

Ticketing Supervisors hold key relationships with internal stakeholders including the front of house and site crew teams, volunteers and casual ticketing sales assistants.

External Relationships

The Ticketing Supervisors maintain positive and dynamic working relationships with key external stakeholders including, but not limited to, venues, suppliers and the general public.

KEY COMPETENCIES

Accountabilities

- Demonstrate initiative in coordinating professional ticketing services for Darwin Festival, including casual staff management.
- Demonstrate the timely and safe coordination of operations across the Festival's ticketing outlets.
- Demonstrate the successful operation of Red61's VIA Ticketing System and the processing of comp tickets.
- 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.

ESSENTIAL SELECTION CRITERIA

- Supervisory experience in box office operations, preferably in a festival delivery environment
- Excellent customer service skills
- Ability to work in a 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
- Excellent computer skills
- Excellent cash handling and reconciliation skills
- Excellent interpersonal and conflict resolution skills
- 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).