

Position Description – Customer Service Manager

Job Specification

Job Title: Customer Service Manager
 Department: Ticketing
 Reports To: Head of Marketing & Communications
 Direct Reports: Ticketing Logistics Coordinator; Ticketing Stakeholder Coordinator

Job Scope

The Customer Service Manager will oversee the delivery of professional customer and ticketing services for Darwin Festival. The role will manage the Festival’s ticketing operation, deliver and uphold excellent standards in customer service and provide comprehensive sales analytics.

The Customer Service Manager plays an important role in the leadership and management of the Ticketing Team including recruitment, onboarding, training, and coaching of Ticketing staff in order to meet organisational and departmental objectives.

Key Accountabilities	Tasks	Results
<p>Project Management 50% First 3 months 30% Next 3 months</p>	<ul style="list-style-type: none"> Manage the delivery of Darwin Festival’s customer service and ticketing operations, systems and integrations delivered via phone, online (including Freshdesk) and in-person in accordance with the Festival’s customer service charter. Manage and maintain ticketing policies, procedures and reports Build Darwin Festival events, schemes and offers in VIA and ensure accuracy of event and ticketing information across the website, ticketing database and Datafest 	<ul style="list-style-type: none"> Successful delivery of ticketing and customer service to the satisfaction of the Head of Marketing & Communications (milestones to be pre-planned and approved by Head of Marketing & Communications) All ticketing schedules and customer service components are accurately recorded and updated daily in the

	<ul style="list-style-type: none"> • Oversee the resourcing and operations of Darwin Festival ticketing outlets including online, phone and box office outlets • Manage the Ticketing department budget, undertake daily reconciliation of ticket sales and banking, and assist to prepare box office settlements in collaboration with Finance • Manage membership schemes, gift vouchers, merchandise sales and customer communication templates • Coordinate and troubleshoot onsite ticketing outlet requirements including internet, phone lines, cash security, EFTPOS and access to the ticketing system database • Liaise with ticketing agents, venues and arts organisations to implement ticketing activity and reporting • Oversee the processing of complimentary tickets, group and school bookings • Recruit and supervise ticketing staff as required • Make recommendations to improve ticketing processes and policies, including up-to-date manuals and procedures. • Develop and maintain the collection and use of Darwin Festival patron data in accordance with Darwin Festival’s Privacy Policy • Provide analysis on ticket sales, strategic targets and promotional opportunities with the direction of the Head of Marketing & Communications including daily ticket sales reports and end of Festival reporting • Ensure the ticketing system is operational year-round at conclusion of contract 	<p>appropriate system in collaboration with other departments and external stakeholders as required.</p> <ul style="list-style-type: none"> • Successful negotiations with external stakeholders and company management to secure the strategic KPIs outlined in Darwin Festival’s Strategic Plan in proactive consultation with the Head of Marketing & Communications • Ensure that all deliverables of contractors are fulfilled as per agreement • Proactively support Head of Marketing & Communications to deliver effective policies and procedures on time • Deliver post-Festival reporting and document outcomes for key stakeholder reporting including the Board during the campaign and within three weeks after the Festival concludes • Ensure that all deliverables of contractors are fulfilled as per agreement
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	<ul style="list-style-type: none"> • Liaise with internal and external stakeholders to support the delivery of Festival ticketing and customer service requirements. • Management of contractors as required • Ensure the ticketing system is operational year-round at conclusion of contract 	
<p>Team Management 10% First 3 months 30% Next 3 months</p>	<ul style="list-style-type: none"> • Manage, coach and lead your direct reports to ensure they are engaged, working to organisational and departmental objectives, and delivering on team and individual results • Provision of coaching and support to direct reports around staff management • Manage communication to ensure the team is well informed and abreast of changes and updates • Ensure your team has clearly defined roles and responsibilities to adequately support sound financial management • Forecast workload demands and ensure adequate staff are recruited, trained, and available when required, including leave periods • Make recommendations to the Head of Marketing & Communications around changes in the Ticketing Department's structure where relevant • Conduct team appraisals as required, with minimum one performance review per annum for team members of more than three months' service 	<ul style="list-style-type: none"> • All department team members are understanding of their respective roles and responsibilities and the role of the team within Darwin Festival. • Play a significant role in regular communication of project developments and activities to all department team members, including ensuring communication is shared within the wider organisation • Regularly promote the training and development culture of the team, ensuring staff who require improvement are notified immediately
<p>Financial Management 10%</p>	<ul style="list-style-type: none"> • Take responsibility for the monitoring of relevant budgets and expenditure • Regular reporting to the Head of Marketing & Communications on project budgets and expenditure 	<ul style="list-style-type: none"> • Daily review of all relevant project budgets and expenditure to ensure accuracy and that all budgets are adhered to, raising any anomalies in

	<ul style="list-style-type: none"> Ensure all project expenditure adheres to Darwin Festival's Finance Policies and Procedures and is undertaken with approval by the CEO and under supervision by Head of Marketing & Communications 	<p>the first instance with the Head of Marketing & Communications</p> <ul style="list-style-type: none"> All financial reports (weekly, monthly, quarterly) provided are accurate and on time All project expenditure is approved in advance by the CEO via the Head of Marketing & Communications
<p>Communication 15%</p>	<ul style="list-style-type: none"> Work collaboratively with all Festival team members to ensure open and clear sharing of information across all channels Ensure all changes to the program of events are communicated to all relevant team members Manage the preparation of and regular distribution of ticket sales reports to all relevant staff and stakeholders Communicate and maintain relationships with stakeholders critical to the delivery of Darwin Festival ticketing services 	<ul style="list-style-type: none"> Demonstrated effective communication and collaboration with all Festival team members and related stakeholders Timely notification of any ticketing or event changes or updates to all relevant team members Timely and accurate delivery of key ticketing reports to all team members and relevant stakeholders
<p>General Duties 5%</p>	<ul style="list-style-type: none"> Attend Festival functions and team meetings as required Any other duties as reasonably requested by the Head of Marketing & Communications and/or CEO 	<ul style="list-style-type: none"> Proactive and punctual attendance at all required meetings All assigned duties carried out in a proactive, positive and professional manner at all times
<p>Teamwork 5%</p>	<ul style="list-style-type: none"> Always maintain professionalism and follow standards as outlined in the Employee Handbook or relevant document. Follow direction as given by senior team members 	<ul style="list-style-type: none"> Full compliance and advocacy for all points raised

	<ul style="list-style-type: none"> Adhere to Darwin Festival Values and Code of Conduct as outlined in the Employee Handbook Respect for the work environment, each other, and all stakeholders Foster a collaborative team environment where creativity, suggestions and ideas are actively encouraged Support other team members by being understanding, approachable and patient Punctual to all work-related events including but not limited to start time, meetings and onsite work Take an active role in procedures and initiatives, including but not limited to: WH&S, project management, inductions and onboarding 	
WHS 5%	<ul style="list-style-type: none"> Raise and report any or potential hazard or incident in the first instance within enableHR and to your direct Manager WH&S compliance – ensure you and your team observe all Darwin Festival work health and safety policy and initiative requirements to contribute to a safe, healthy and ethical workplace Effectively manage any Workcover claims (if applicable), work with stakeholders to minimise risks Ensure you have contributed to the consultative process by advising management of any past, present or potential WH&S risks 	<ul style="list-style-type: none"> All WH&S matters raised with Head of Marketing & Communications in the first instance Adherence to all WH&S policies, procedures and instructions Any Workcover claim (if applicable) is well documented, resolved in appropriate frame, ensure risk mitigation steps and measures in place Promoter of best practice WH&S at all times
Compliance 5%	<ul style="list-style-type: none"> Demonstrate 100% compliance with any relevant government legislation Be fully conversant and compliant with all Darwin Festival Policies and Procedures 	<ul style="list-style-type: none"> No instances of non-compliance Promoter of compliance within the organization at all times

	<ul style="list-style-type: none"> • Ensure internal control procedures are followed through (e.g. correct forms used to action associated tasks) 	
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Person Specification

Experience	Education	Personal Attributes	Potential	Alignment with Organisational Values
<ul style="list-style-type: none"> • Minimum four years' large-scale major event or festival box office management experience with multiple channel ticket sales experience, with demonstrated successful project management and problem-solving skills • Demonstrated ability to implement, monitor and evaluate strategic customer service strategies • Proven experience in project budget management (minimum 2-3 years' experience) 	<ul style="list-style-type: none"> • Current driver's license essential • Demonstrated successful minimum 2-3 years in a similar role a must • Desirable: relevant tertiary qualification or demonstrated equivalent competency 	<ul style="list-style-type: none"> • Excellent verbal and written communication skills and the ability to build a rapport with a range of stakeholders to encourage cooperation and collaboration • High level organisational skills • Demonstrated capacity to meet deadlines with an ability to work in a systematic way and provide direction to others • Capacity to work as part of a small busy team under pressure, with a positive, collaborative, respectful and inclusive attitude. 	<ul style="list-style-type: none"> • Number of potential career options dependent on business needs and the contribution, experience and desire of worker 	<ul style="list-style-type: none"> • We ensure a safe and healthy workplace for all • We believe in honesty and acting with care, diligence and integrity in everything we do • Foster a culture of mutual respect with the proper regard for the rights and dignity of others • We strive for compliance and continuous improvement daily teamwork – we enjoy our work and work collectively to achieve goals • We are accountable for our actions, performance and behaviours

Experience	Education	Personal Attributes	Potential	Alignment with Organisational Values
<ul style="list-style-type: none"> • High level interpersonal, verbal and written communication skills • Proven ability to manage complex projects and multi-task, whilst being responsible for all related administrative tasks • Excellent people management skills: able to effectively supervise and/or manage the activities of workers • Excellent computer skills, including Excel, with a knowledge of Red61, Freshdesk and Datafest highly desirable 		<ul style="list-style-type: none"> • Excellent decision-making skills to reduce chances of error • Highly developed leadership and management skills • Proactive and pragmatic approach to responsibilities - able to show and share enthusiasm with Team. • Highly computer literate, able to self-administrate, pick up new systems and processes quickly and also share expertise readily with others. 		

Acknowledgment

Please acknowledge that you understand and will abide by this position description by signing both copies, one copy should be retained by yourself and the other copy is to be returned to the Human Resources Department.

Employee		Signature	Date	
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