

## Position Description – Ticketing Supervisor

### Job Specification

<b>Job Title:</b>	Ticketing Supervisor
<b>Department:</b>	Ticketing
<b>Reports To:</b>	Ticketing Coordinator
<b>Direct Reports:</b>	Ticketing Sales Assistants

### Job Scope

The Ticketing Supervisor is tasked to support the successful and professional delivery of ticketing and customer services for Darwin Festival across various box office locations. This includes resourcing and overseeing the operations of the Festival’s online, telephone and onsite box offices, maintaining the ticketing database and holding relationships with key internal and external stakeholders including Front of House, venues, suppliers and the general public.

Key Accountabilities	Tasks	Results
<b>Customer Service</b> 45% - Pre-Festival Period 20% - During Festival Period	<ul style="list-style-type: none"> <li>Undertake counter and telephone ticket sales</li> <li>Assist customers with queries regarding the Festival program and website</li> </ul>	<ul style="list-style-type: none"> <li>Successful delivery of ticketing and customer service milestones.</li> <li>All ticketing schedules and customer service components are accurately recorded and updated daily in the appropriate system in collaboration with other departments and external stakeholders as required.</li> </ul>
<b>Team Supervision</b> 10% - Pre-Festival Period 30% - During Festival Period	<ul style="list-style-type: none"> <li>Ensure Ticketing Sales Assistants are aware of their responsibilities and role requirements, and provide effective supervision and support</li> <li>Assist team members in dealing with difficult and exceptional behaviours and circumstances</li> </ul>	<ul style="list-style-type: none"> <li>Effective supervision of team members</li> <li>Ensuring the team have the information and training required to undertake their role competently.</li> </ul>

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> <li>Inform the Ticketing Coordinator of rostering requirements or issues</li> </ul>	
<p>Communication            15% - Pre-Festival Period            20% - During Festival Period</p>	<ul style="list-style-type: none"> <li>Work collaboratively with all Festival team members to ensure open and clear sharing of information across all channels</li> <li>Facilitate the communication of program changes to key stakeholders as directed by the Ticketing Coordinator.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated effective communication and collaboration with all Festival team members and related stakeholders</li> <li>Timely notification of any ticketing or event changes or updates to all relevant team members</li> </ul>
<p>General Duties            15%</p>	<ul style="list-style-type: none"> <li>Attend Festival functions and team meetings as required</li> <li>Assist with administration and daily operation of Darwin Festival Box Office sites</li> <li>Reconcile and sign off on daily box office cash and EFTPOS takings and bank cash takings daily</li> <li>Troubleshoot and report faults in ticketing hardware or software services</li> <li>Any other duties as reasonably requested by the Ticketing Coordinator, Assistant Ticketing Manager and Ticketing and Customer Service Manager</li> </ul>	<ul style="list-style-type: none"> <li>Proactive and punctual attendance at all required meetings</li> <li>All assigned duties carried out in a proactive, positive and professional manner at all times</li> </ul>
<p>Teamwork            5%</p>	<ul style="list-style-type: none"> <li>Always maintain professionalism and follow standards as outlined in the Employee Handbook or relevant document.</li> <li>Follow direction as given by senior team members</li> <li>Adhere to Darwin Festival Values and Code of Conduct as outlined in the Employee Handbook</li> <li>Respect for the work environment, each other and all stakeholders</li> <li>Foster a collaborative team environment where creativity, suggestions and ideas are actively encouraged</li> <li>Support other team members by being understanding, approachable and patient</li> </ul>	<ul style="list-style-type: none"> <li>Full compliance and advocacy for all points raised</li> </ul>

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> <li>• Punctual to all work-related events including but not limited to start time, meetings and onsite work</li> <li>• Take an active role in procedures and initiatives, including but not limited to: WH&amp;S, Project Management, HR Induction, Onboarding etc.</li> </ul>	
<p>WHS 5%</p>	<ul style="list-style-type: none"> <li>• Raise and report any or potential hazard or incident in the first instance within enableHR and to your Direct Report</li> <li>• WH&amp;S compliance – observe all work health and safety and Darwin Festival policy and initiative requirements to contribute to a safe, healthy and ethical workplace</li> <li>• Effectively manage any Workcover claims (if applicable), work with stakeholders to minimise risks</li> <li>• Ensure you have contributed to the consultative process by advising management of any past, present or potential WH&amp;S risks</li> </ul>	<ul style="list-style-type: none"> <li>• All WH&amp;S matters raised with your Manager in the first instance</li> <li>• Adherence to all WH&amp;S policies, procedures and instructions</li> <li>• Any Workcover claim (if applicable) is well documented, resolved in appropriate frame, ensure risk mitigation steps and measures in place</li> <li>• Promoter of best practice WH&amp;S at all times</li> </ul>
<p>Compliance 5%</p>	<ul style="list-style-type: none"> <li>• Demonstrate 100% compliance with any relevant government legislation</li> <li>• Be fully conversant and compliant with all Darwin Festival Policies and Procedures</li> <li>• Ensure internal control procedures are followed through (e.g. correct forms used to action associated tasks)</li> </ul>	<ul style="list-style-type: none"> <li>• No instances of non-compliance</li> <li>• Promoter of compliance within the organization at all times</li> </ul>

## Person Specification

Experience	Education	Personal Attributes	Potential	Alignment with Organisational Values
<ul style="list-style-type: none"> <li>Supervisory experience in box office operations, preferably in a large-scale major event or a festival environment</li> <li>Experience working in an organisation offering subscription and/or multi-ticket purchase platforms, as well as high-volume single ticket sales</li> <li>Excellent customer service and interpersonal skills including verbal and written communication.</li> <li>Proven ability to multi-task under pressure, whilst being responsible for a variety of tasks</li> <li>Excellent teamwork skills: able to effectively supervise the activities of workers and demonstrate initiative</li> <li>Excellent computer skills, including Excel, with a knowledge of Red61 highly desirable</li> </ul>		<ul style="list-style-type: none"> <li>Excellent verbal and written communication skills and the ability to build a rapport with a range of stakeholders to encourage cooperation and collaboration</li> <li>Excellent organisational skills</li> <li>Demonstrated capacity to meet deadlines with an ability to work in a systematic way and provide direction to others</li> <li>Capacity to work as part of a small busy team under pressure, with a positive, collaborative, respectful and inclusive attitude.</li> <li>Excellent decision-making skills to reduce chances of error</li> <li>Proactive and pragmatic approach to responsibilities - able to show and share enthusiasm with Team.</li> </ul>	<ul style="list-style-type: none"> <li>Some potential career options dependent on business needs and the contribution, experience and desire of worker</li> </ul>	<ul style="list-style-type: none"> <li>We ensure a safe and healthy workplace for all</li> <li>We believe in honesty and acting with care, diligence and integrity in everything we do</li> <li>Foster a culture of mutual respect with the proper regard for the rights and dignity of others</li> <li>We strive for compliance and continuous improvement daily teamwork – we enjoy our work and work collectively to achieve goals</li> <li>We are accountable for our actions, performance, and behaviours</li> </ul>

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<ul style="list-style-type: none"> <li>Experience in shift reconciliation and cash handling</li> </ul>		<ul style="list-style-type: none"> <li>Highly computer literate, able to self-administrate, pick up new systems and processes quickly and share expertise readily with others.</li> </ul>		

### 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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