

Position Description – Ticketing Sales Assistant

Job Specification

Job Title: Ticketing Sales Assistant
Department: Ticketing
Reports To: Ticketing Supervisor
Direct Reports: Nil

Job Scope

The Ticketing Sales Assistant will support and assist the Ticketing Supervisors in the successful and professional delivery of ticketing and customer services for Darwin Festival. Ticketing Sales Assistants will work across the Festivals phone and onsite ticketing outlets using the Festival's ticketing systems and database.

Key Accountabilities	Tasks	Results
Customer Service 65%	<ul style="list-style-type: none"> Undertake counter and telephone ticket sales Assist customers with queries regarding the Festival program and website Ensure the Darwin Festival Box Office provides excellent customer service at all times and assist members of the public to engage with the Festival 	<ul style="list-style-type: none"> Successful delivery of ticketing and customer service milestones. All sales entered correctly and handled in a professional manner with an emphasis on customer service excellence.
Communication 10%	<ul style="list-style-type: none"> Work collaboratively with all Festival team members to ensure open and clear sharing of information across all channels 	<ul style="list-style-type: none"> Demonstrated effective communication and collaboration with all Festival team members and related stakeholders
General Duties 10%	<ul style="list-style-type: none"> Attend Festival functions and team meetings as required Assist with administration and daily operation of Darwin Festival Box Office sites Cash handling and reconciliation end of shift Operating EFTPOS machines and ensuring transactions are processed accurately 	<ul style="list-style-type: none"> Proactive and punctual attendance at all required meetings Accurate and timely cash handling, EFTPOS transactions and reconciliations at all times

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> Ensure hardware or software faults are immediately communicated to the Ticketing Supervisor Any other duties as reasonably requested by the Ticketing Supervisor, Ticketing Coordinator, Assistant Ticketing Manager or the Ticketing and Customer Service Manager 	<ul style="list-style-type: none"> Ticketing Supervisor made aware immediately of any faults or issues All assigned duties carried out in a proactive, positive and professional manner at all times
Teamwork 5%	<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 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, HR Induction, Onboarding etc 	<ul style="list-style-type: none"> Full compliance and advocacy for all points raised
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 Supervisor WH&S compliance – observe all work health and safety and Darwin Festival policy and initiative requirements to contribute to a safe, healthy and ethical workplace 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 to your Supervisor in the first instance Adherence to all WH&S policies, procedures and instructions Promoter of best practice WH&S at all times

Key Accountabilities	Tasks	Results
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 Ensure internal control procedures are followed through (e.g. correct forms used to action associated tasks) 	<ul style="list-style-type: none"> No instances of non-compliance Promoter of compliance within the organization at all times

Person Specification

Experience	Personal Attributes	Potential	Alignment with Organisational Values
<ul style="list-style-type: none"> Customer Service experience preferably in a large-scale major event or festival environment Experience working in an organisation offering subscription and/or multi-ticket purchase platforms, as well as high-volume single ticket sales Proven ability to multi-task in a busy environment, whilst responding to a variety of administrative tasks Good computer skills, with a knowledge of Red61 highly desirable Demonstrated sales skills with accurate cash handling and reconciliation experience 	<ul style="list-style-type: none"> Good interpersonal, verbal and written communication skills. Exceptional customer service and sales skills Excellent organisational skills Capacity to work as part of a small busy team under pressure, with a positive, collaborative, respectful and inclusive attitude. Great decision-making skills to reduce chances of error Proactive and pragmatic approach to responsibilities - able to 	<ul style="list-style-type: none"> Some 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	Personal Attributes	Potential	Alignment with Organisational Values
<ul style="list-style-type: none"> Ability to work in a team and to demonstrate initiative 	<ul style="list-style-type: none"> show and share enthusiasm with Team. Computer literate, able to self-administrate, pick up new systems and processes quickly. 		

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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