



An Initiative of
Sutherland
Shire Council



Ticketing & Box Office Coordinator

Job Description

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| Position: | Ticketing & Box Office Coordinator |
| Location: | Sutherland, NSW |
| Hours: | Full Time Position – 35 Hours per week including pre-show Box Office duties. Due to the nature of the role, evening and weekend work form part of the ordinary hours of this role and are rostered subject to business needs. |
| Reports to: | Operations & Services Manager |
| Length: | 6-month contract with a 2-month probationary period |

About The Pavilion

Opening its doors in late January 2023 after a \$42M capital investment by Sutherland Shire Council, The Pavilion Performing Arts Centre is the premier performance venue in the south of Sydney.

Built on the site of the Sutherland Entertainment Centre, the all-new Pavilion boasts a brand new 686-seat theatre, a full fly-tower, workshop spaces, a stunning new entry forecourt and foyer with enhanced accessibility, private entertaining areas and a terrace bar overlooking the adjacent Peace Park.

The Pavilion presents a broad range of performing arts events across the year - comedy, musicals, theatre, music and family programming - both self-produced and by commercial and community hirers. The Pavilion also operates the boutique 160-seat Sutherland Arts Theatre located nearby on East Parade.

Position Overview

The Ticketing & Box Office Coordinator is responsible for operational ticketing requirements for all ticketed events at The Pavilion and the Sutherland Arts Theatre, through the organisation's third-party ticketing provider. The role supports both hirers and The Pavilion's producing staff in preparing for event on-sales and facilitating mid-campaign ticket offers.

The Ticketing & Box Office Coordinator is also a key representative of The Pavilion at the on-site Box Office. The position is responsible for processing ticket sales and providing customer service as a first point of contact for visitors to the building. As a key public face of the venue for our audience, the coordinator plays a critical role in building a positive first impression for visitors and offering the highest standards of customer care.

This role is also a contributor to the marketing department, assisting in collating assets for ticket builds, and scheduling these into The Pavilion website. In addition, the position may be required to assist on other digital marketing activities including mailing list development, pre-sale and general patron communications, and content scheduling across The Pavilion's owned channels.

This is a key front-line position that requires a person with initiative, exceptional customer service and excellent attention to detail. The Ticketing & Box Office Coordinator presents a calm and cooperative manner with an underlying focus on sales and brand awareness.

Key Responsibilities

Ticketing

- Manage all aspects of ticketing builds for client events (internal and external) and preparation for event on-sales in accord with the ticketing partner's platform
- Collate assets and marketing collateral for ticketing builds and ensure the integration of events across The Pavilion's website and other online channels.
- Support clients with ticketing build requirements and timeframes to ensure accurate and timely event on-sales
- Facilitate and reconcile ticket sales and assist with all enquiries from customers by providing friendly, accurate, useful and timely information.



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- Full knowledge of Pavilion and Sutherland Arts Theatre events ready to provide customers with ticketing and event information, including content and trigger warnings upon request.
- Facilitate mid-campaign ticketing offers for client events as required.
- Manage and distribute ticket sales reports for client events as required.
- Liaise with the Pavilion's ticketing partner regarding marketing schedules, website updates, and campaign reporting
- Assist on patron communications including pre-sale announcements, pre-show information and post-show audience feedback.
- Provide regular updates to the Sales Team on ticketing trends and provide comparison reporting
- Regular management and updating of internal ticketing and event communications via The Pavilion's event management software (Artifax)
- Monitor ticketing stock and ticketing hardware for replenishment and repair where necessary

Box Office

- Schedule and roster Box Office staff for shifts, ensuring all team members are thoroughly trained in The Pavilion's procedures and standards.
- Support Box Office operations on public opening days, including covering shifts when staff are unavailable.
- Provide comprehensive training and ongoing support to Box Office staff to uphold The Pavilion's high service standards.
- Monitor and respond to Box Office enquiries, assisting patrons to ensure an exceptional customer experience.

Key Selection Criteria

- Sales and customer service experience in a ticketing environment, including sales reconciliations
- Experience creating, managing and/or contributing to event ticketing builds and operating ticketing hardware
- Experience with rostering and scheduling of staff and provision of support
- Experience working within an events or entertainment related industry
- Excellent written and verbal communication skills with meticulous attention to detail
- Ability to investigate, problem solve and independently find solutions to issues.
- Can-do attitude, and an ability to manage multiple stakeholders in a public-facing environment
- Ability to work autonomously as well as part of a broader team.
- Ability to manage customer feedback at the front line of the organisation.
- Ability to obtain a Working With Children Check

Desirable Selection Criteria

- Experience using Ticketek's platforms including Insight and Aspect
- Experience using venue scheduling and booking platforms (e.g. Artifax, VenueOps, Ungerboeck)
- Previous experience working within a performing arts environment
- Experience with CRM and marketing platforms including Mailchimp and Canva

How to Apply

To apply for this position, please email recruitment@thepavilionarts.au with the following:

- Email Application Title: Ticketing & Box Office Coordinator – YOUR NAME
- Please include your current resumé or CV.
- Please include a one-page cover letter that addresses the role requirements, as well as your skills and attributes that make you a strong fit for the position. In addition, we encourage you to highlight notable achievements from similar roles.