

## Adelaide Festival 2025 Job Specification

As at 03/09/2025

<b>Position Title</b>	Ticketing Coordinator
<b>Purpose</b>	Work closely with the Head of Customer Experience, CRM & Database Manager, and Customer Experience Department to plan and implement the delivery of the Adelaide Festival 2025
<b>Location/s</b>	Adelaide Festival Office, Adelaide Festival venues
<b>Key Strengths</b>	<ul style="list-style-type: none"> <li>• Ability to multi-task and prioritise tasks in order of importance</li> <li>• Exceptional organisational skills and attention to detail</li> <li>• Ability to work unsupervised and complete tasks within a specified timeframe</li> <li>• A collaborative and flexible approach to problem solving and information sharing</li> <li>• Analytical and data-driven</li> <li>• Ability to show initiative and find strategies to solve various complex ticketing scenarios</li> <li>• Proven ability to remain calm under pressure</li> <li>• Positive attitude and sense of humour</li> </ul>
<b>Key Responsibilities (as required)</b>	<ul style="list-style-type: none"> <li>• Champion an exceptionally high level of customer service for audiences attending Adelaide Festival at all points of interaction – from purchasing a ticket through to troubleshooting at the box office</li> <li>• Respond to patron enquiries via email, telephone and in person and be the escalation point for enquiries from the customer service team</li> <li>• Under guidance from the Head of CX and the CRM &amp; Data Manager, prepare, test and maintain ticket builds, seating plans, discounts, memberships and allocations for Adelaide Festival shows through Tessitura and other service providers</li> <li>• Undertake training as required to upskill (Tessitura fundamentals ticketing training is provided)</li> <li>• Train and supervise the customer service team so they are proficient in all aspects of the sales process and are kept up to date with all process changes</li> <li>• Assist with and champion all aspects of accessibility for patrons, ensuring constant monitoring of bookings via access channels to ensure patrons have the best experience possible</li> <li>• Assist with management of ticketing holds</li> <li>• Assist in the administration of itineraries and ticket booking for all tour groups</li> <li>• Generate various reports for venues, artists and internal departments</li> <li>• Process ticketing requests from internal departments (including media tickets, philanthropy bookings, sponsorship tickets, school bookings, VIP events)</li> <li>• Assist with the administration of various ticketing initiatives including Rush Tickets, Industry Memberships and the Open House program</li> <li>• Supervise venue box offices during the delivery of Adelaide Festival</li> <li>• Act as an Adelaide Festival representative at all times</li> </ul> <p><i>These duties and responsibilities may vary according to the ongoing requirements of the position</i></p>
<b>Requirements</b>	<ul style="list-style-type: none"> <li>• Sound knowledge of Tessitura</li> <li>• Familiarity of Adelaide Festival and South Australian venues</li> <li>• Experience in working in arts festivals and familiarity with their complexities</li> <li>• Strong interpersonal skills including a proven ability to develop excellent and productive relationships with a diverse range of stakeholders – including Adelaide Festival team members, general public ticket buyers, community groups, artists, promoters and donors</li> <li>• Competency in JotForm, Microsoft Office and other CRM databases (desirable)</li> <li>• Experience with other ticketing platforms (desirable)</li> </ul>
<b>Reports to</b>	Benita Healy – Head of Customer Experience
<b>Length of Appointment</b>	25 weeks
<b>Salary</b>	\$63,000 - \$67,000 per annum, pro rata plus 11.5% super
<b>Contract Type</b>	Short term

