

## Position Description – Ticketing Coordinator

### Job Specification

Job Title: Ticketing Coordinator  
 Department: Ticketing  
 Reports To: Customer Service Manager, Ticketing  
 Direct Reports: Ticketing Supervisors

### Job Scope

The Ticketing Coordinator will work with the *Customer Service Manager, Ticketing* in the delivery and resourcing of Darwin Festival’s ticketing and customer services including helping to maintain the Festival’s ticketing database and assisting in data analysis and reporting. They shall be the main point of contact for the ticketing and customer service team on site at all events including the third-party sales team at Tourism Top End.

Key Accountabilities	Tasks	Results
<p>Project Management 40%</p>	<ul style="list-style-type: none"> <li>Deliver professional ticketing services in accordance with Darwin Festivals customer service charter and support the triage of customer inquiries, feedback or complaints through the Festivals communications database, Freshdesk</li> <li>Carry out counter and telephone ticket sales and/or site supervision as required</li> <li>Assist with Darwin Festival event builds and other items in Red 61 while ensuring accuracy of event and ticketing information across the website, ticketing and festival databases.</li> <li>Support the Customer Service Manager, Ticketing with the administrative, daily sales and reconciling requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Successful delivery of ticketing and customer service projects – milestones pre planned and approved by the Assistant Ticketing Manager</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> <li>Successful negotiations key stakeholders, suppliers and coworkers to secure</li> </ul>

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> <li>• Process ticketing requests from internal departments (including sponsorship tickets, school bookings, and VIP events)</li> <li>• Support the Customer Service manager with the set up and supply of external and temporary box offices.</li> <li>• Assist in the reporting of ticket sales, settlements and cash reconciliation.</li> <li>• Document ticketing processes and procedures including the maintenance of ticketing and customer service manuals.</li> <li>• Maintain Darwin Festival patron data in accordance with Darwin Festival’s Privacy Policy</li> <li>• Support the continuous improvement of Darwin Festival customer service and ticketing operations, systems and integrations delivered via phone, online and in-person</li> </ul>	<p>optimum customer service results in proactive consultation with the Customer Service Manager, Ticketing</p> <ul style="list-style-type: none"> <li>• Proactively support the Customer Service Manager, Ticketing to deliver effective policies and procedures on time</li> <li>• Deliver post-Festival reporting and document outcomes for key stakeholder reporting including the Board</li> </ul>
<p>Communication 15%</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 updates or changes to key stakeholders as directed by the Customer Service Manager, Ticketing.</li> <li>• Contribute to the preparation of ticket sales reports and provide data in a timely manner</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 booking changes or updates to all relevant team members and stakeholders</li> <li>• Timely and accurate delivery of key ticketing reports to all team members and relevant stakeholders</li> </ul>
<p>General Duties 5%</p>	<ul style="list-style-type: none"> <li>• Attend Festival functions and team meetings as required</li> <li>• Any other duties as reasonably requested by the Customer Service Manager, Ticketing.</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive and punctual attendance at all required meetings</li> </ul>

Key Accountabilities	Tasks	Results
		<ul style="list-style-type: none"> <li>All assigned duties carried out in a proactive, positive and professional manner at all times</li> </ul>
<p>Team Management 25%</p>	<ul style="list-style-type: none"> <li>Assist the Customer Service Manager in the recruitment of the ticketing team members, reviewing applicants, attending interviews and onboarding.</li> <li>Supervise, coach and lead your direct reports to ensure they are engaged, working to organisational objectives, and delivering on team and individual results.</li> <li>Forecast workload demands and ensure adequate staff are recruited, trained, and available when required with liaison with the Customer Service Manager, Ticketing.</li> <li>Provision of coaching and support to direct reports around project and team management.</li> <li>Disseminate communication to ensure the team is well informed and aware of changes and updates</li> <li>Make recommendations to the Customer Service Manager, Ticketing around changes in the Ticketing Department's structure where relevant</li> </ul>	<ul style="list-style-type: none"> <li>All Ticketing team members understand their respective roles and responsibilities and the role of the team within Darwin Festival.</li> <li>Play a significant role in regular communication of developments and activities to all department team members, including ensuring communication is shared within the wider organisation</li> <li>Regularly promote the training and development culture of the team, ensuring staff who require improvement are notified immediately</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> </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>• 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> <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 Manager</li> <li>• WH&amp;S compliance – ensure you observe all Darwin Festival work health and safety policy and initiative requirements to contribute to a safe, healthy and ethical workplace</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 Customer Service Manager, Ticketing in the first instance</li> <li>• Adherence to all WH&amp;S policies, procedures and instructions</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>• <b>Box Office Experience:</b> Minimum two years of large-scale major event or festival box office supervisor or coordinator experience with multiple channel ticket sales, demonstrating successful project management and problem-solving skills.</li> <li>• <b>Ticket Sales Operations Experience:</b> Proven experience working with subscription and/or multi-ticket purchase platforms, as well as high-volume ticket sales operations.</li> <li>• <b>Similar Role Experience:</b> Demonstrated successful experience of at least 2-3</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Relevant Qualification:</b> Desirable: relevant tertiary qualification or demonstrated equivalent competency.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Communication Skills:</b> High-level interpersonal, verbal, and written communication skills. Ability to build rapport with a range of stakeholders to encourage cooperation and collaboration.</li> <li>• <b>Project Management Skills:</b> High-level organisational skills, with proven ability to work systematically, meet deadlines on complex projects, multitask, and provide direction to others.</li> <li>• <b>People Skills:</b> Proven ability in effectively supervising and coordinating the activities of team members.</li> <li>• <b>Computer Skills:</b> Excellent computer skills, including proficiency in Excel. Knowledge of Red61 and monday.com is highly desirable.</li> <li>• <b>Teamwork:</b> Capacity to work as part of a small busy team under pressure with a positive, collaborative, respectful, and inclusive attitude.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Career Opportunities:</b> Potential for career growth based on business needs, individual contribution, experience, and desire.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Safe and Healthy Workplace:</b> Commitment to maintaining a safe and healthy workplace.</li> <li>• <b>Integrity and Honesty:</b> Belief in honesty and acting with care, diligence, and integrity.</li> <li>• <b>Mutual Respect:</b> Foster a culture of mutual respect with regard for others' rights and dignity.</li> <li>• <b>Compliance and Improvement:</b> Strive for compliance and continuous improvement through daily teamwork.</li> <li>• <b>Accountability:</b> Accountability for actions, performance, and behaviours.</li> </ul>

Experience	Education	Personal Attributes	Potential	Alignment with Organisational Values
years in a similar role is essential.		<ul style="list-style-type: none"> <li>• <b>Decision-Making Skills:</b> Excellent decision-making skills to minimise errors.</li> <li>• <b>Attitude and Approach:</b> Proactive and pragmatic approach to responsibilities, with the ability to show and share enthusiasm with the team.</li> <li>• <b>Adaptability:</b> Highly computer literate, able to self-administer, quickly pick up new systems and processes, and share expertise readily with others.</li> <li>• <b>Mobility:</b> A current driver's license is essential.</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	
----------	--	-----------	------	--