

RISING :

BOX OFFICE COORDINATOR
POSITION DESCRIPTION, OCTOBER 2021

ROLE:	BOX OFFICE COORDINATOR (MULTIPLE ROLES)
TEAM:	BRAND AND COMMERCIAL
TERM:	PART TIME (NEGOTIABLE), FIXED TERM DECEMBER TO JUNE 30 2022
REPORTING TO:	HEAD OF TICKETING, CRM AND CUSTOMER SERVICE
SALARY:	\$67,000–\$73,000 (MATCHING EXPERIENCE) + SUPER (PRO RATA)

RISING

[RISING](#) is a surge of art, music and ceremony in the heart of Melbourne. A major cultural event for the Asia Pacific Region, the festival is created by a diverse team of local, national and international artists and curators. RISING's purpose is to send interlocking circles of experience and connection radiating through the night, re-synchronising the city and re-energising it with public art, performance and music spanning the emerging and iconic, the epic and intimate.

RISING returns 1–12 June 2022. View the 2021 RISING program [here](#).

THE ROLE

We are looking for experienced and efficient service delivery superstars to lead our Ticketing & Customer Service team as they support the delivery of RISING's [Patricia Piccinini exhibition *A Miracle Constantly Repeated*](#), as well as assist us with 2022 festival preparation.

You know tickets inside and out and how to achieve the best results for customers. You've trained, developed and led teams to success, and you know what it means to deliver on a promise. You are an independent self-starter who understands how important it is for customers to be kept in the loop, and how to schedule your staff accordingly. You have experience in working in festival environments and are unflappable and proactive when it comes to anticipating customer needs.

Working within the Brand and Commercial team you'll assist the Head of Ticketing, CRM and Customer Service to coordinate the Ticketing & Customer Service team, ensuring they're in the right place at the right time. You'll be the main point of contact for customer service escalations, and the team will look to you for advice when they're in a jam. You'll also assist with the design and delivery of the customer service and box office response for the 2022 festival.

Please note that due to the nature of the projects supported by the Ticketing & Customer Service team, work hours may vary and can include evenings and weekends.

DAY-TO-DAY, YOU WILL :

- Manage the Ticketing & Customer Service team
- Coordinate and deliver rosters for the Ticketing & Customer Service team
- Lead the team to deliver exceptional customer experiences
- Deliver training for new customer service staff as required
- Manage customer service escalations via phone, email, and other platforms
- Manage group bookings
- Work with Ticketing & CRM leadership on Tessitura-based customer service delivery systems and processes
- Work with the Head of Ticketing, CRM & Customer Service to recruit, and on-board a festival-wide Ticketing & Customer Service team.
- Work with the Head of Ticketing, CRM & Customer service to design and implement COVID-safe box office practices
- Manage the customer feedback & ticketing inboxes
- Assist with merchandise inventory management as required

SKILLS & EXPERIENCE YOU'LL NEED :

- Proficiency in the use of Ticketing CRM systems (we use Tessitura)
- Experience managing a festival box office
- Experience rostering across multiple locations and roles
- A customer-first attitude
- An understanding of the dynamics of working within a box office environment

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- Lateral thinking and creative problem solving
- Willingness and flexibility to work extended hours as required

BONUS POINTS FOR:

- Tessitura Experience
- Accessibility & Inclusion experience
- Merchandise inventory management experience

KEY SELECTION CRITERIA:

To accompany your cover letter, please respond to the below criteria. Your responses should offer at least one example that shows the necessary experience, and describes the context or situation, the actions you took and the outcome or result of those actions.

- Experience managing a box office team
- Ticketing/CRM System proficiency
- Customer experience & service delivery
- Experience working in a high-pressure environment

ACCESS

RISING is a festival aspiring to be a cultural leader in diversity and inclusion. We want our organisation and program to be a true reflection of our city representing people of diverse abilities, cultures and backgrounds. We encourage applications from First Nations people, those who are culturally and linguistically diverse, and people who have a disability or who are d/Deaf.

If you have access requirements that will cause difficulty applying online and you need assistance, please call 03 9662 4242, Monday to Friday, between 9AM–5PM. We are only able to respond to accessibility enquiries at this number, for all other queries please email jobs@rising.melbourne.