

Position Description

Ticketing Supervisor

Objectives

1. To manage the Company's ticketing services with accuracy and integrity, ensuring consistent communication and exceptional service
2. To maintain strong relationships with venue operators, ticketing providers and other suppliers to ensure tickets are issued effectively
3. To review, design and implement ticketing policies as necessary
4. To use ticketing information to contribute to marketing campaigns
5. To oversee the Ticketing team, and ensure all areas, from customer service to operating systems, run smoothly and effectively.

Duties

Objective 1

To manage the Company's ticketing services with accuracy and integrity, ensuring consistent communication and exceptional service.

- Ensure customers receive friendly, timely and professional customer service
- Manages all areas of ticketing, such as event builds, allocations and data
- Ensure conditions of sale are correctly stated across the Company touch points
- Provide timely and accurate analysis and reporting
- Respond to ticketing enquires, feedback and errors in a timely manner

Objective 2

To maintain strong relationships with venue operators, ticketing providers and other suppliers to ensure tickets are issued effectively.

- Provide all accurate information to third parties in order to build and sell events effectively
- Work with the Marketing and Audience Development Manager to ensure software and systems are upgraded, and ticketing issues are resolved without disrupting business
- Attend ticketing meetings and conferences as required.

Objective 3

To review, design and implement ticketing policies as necessary.

- In consultation with the Marketing and Audience Development Manager, review and update Queensland Theatre's Box Office Policies and ensure staff compliance
- Devise and implement a training plan for the ticketing team in conjunction with the Marketing and Audience Development Manager and Database Trainer and Supervisor

Objective 4

To use ticketing information to contribute to marketing campaigns.

- Together with the Marketing and Audience Development Manager and Marketing team, develop customer relationship strategies and implement marketing campaigns
- Analyse sales data as requested to enhance understanding of purchase behaviour
- Ensure the database is being used most effectively to assist with customer loyalty strategies

Objective 5

To oversee the Season Ticketing team, the subscription sales process and ensure all areas, from customer service to operating systems, run smoothly and effectively.

- Assess resource requirements (staffing and physical) and ensure these resources are recruited and implemented effectively.
- Create and implement a staff training and induction for subscription sales.
- Monitor performance of staff and ensure processing is on target.
- Identify ways to grow and retain our season ticket holder base.
- Ensure consistent communication and exceptional customer service with potential and existing subscribers

Other duties from time to time as required.

Selection criteria

The successful applicant will demonstrate all or most of the following:

- Demonstrated experience and specialised knowledge of ticketing systems (preferably Tessitura and/or ENTA Make a Booking) and strategic use of ticketing information
- Demonstrated experience in high level customer service, including problem solving abilities and skills
- Ability to design and implement sales and customer service systems
- Ability to acquire new skills rapidly and work effectively to meet tight deadlines on a daily basis
- High level organisational skills with strong attention to detail, initiative and follow through
- High level interpersonal, negotiation and networking skills to maintain relationships and achieve high service standards, including the training, leading and motivating of staff
- Experience with banking reconciliations and financial settlements

Reporting relationships

This position reports to the Marketing and Audience Development Manager, works closely with the Database Trainer and Supervisor and manages the Ticketing Officers and Season Ticketing Team.

Length of appointment

Commencing as soon as possible, with an initial twelve-month contract. Renewable subject to a satisfactory performance review.

Probationary period

Three months

Hours of work

Office hours are 9am to 5.30pm and as required. Time in lieu provisions are at the discretion of management.

Leave provisions

Twenty (20) working days, or pro rata, for each year of completed service. Annual leave loading of 17.5%. Ten (10) days sick leave.