

COORDINATOR, TICKETING SYSTEMS

Position Description

The Business Unit / Pillar

The Customer Growth business unit sits in within the Performing Arts Pillar and is responsible for:

- The support and delivery of all ticketing solutions for a successful On Sale
- Ticket system management of the organisation through the internal ticketing platform, Tessitura
- The management of the third-party ticketing relationship and processes
- The relationship management with Presenters regarding all things ticketing
- Assistance of On Sale strategies including optimising revenue opportunities and surpassing industry standards

The Role

The Coordinator, Ticketing Systems is responsible for supporting the implementation of customer first ticketing solutions within the ticketing system and website including the provision of administrative support to the Customer Growth team and the coordination of Customer Growth activity and initiatives.

Type	Full time, ongoing
Reports to	Manager, Ticketing Systems
Direct Reports	N/A
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 2.3
Key Relationships	<i>Internal:</i> Customer Growth, Customer Service, Customer Engagement, Finance, IT, Programming, Presenter Services, Production and People & Wellbeing <i>External:</i> Resident Companies, Presenting Partners, Third Party Ticketing Providers, Precinct Partners, Industry and Community Groups
Delegation	Financial and people delegations as per current policy
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Salaried Employee under the ACM Enterprise Agreement 2022 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	February 2024

KEY CRITERIA

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation
- **Coaching** – you continuously develop yourself and others
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

Your qualifications and experience

- Relevant and practical ticketing industry experience. Experience in the performing arts is not required

Your skills and attributes

- High level of attention to detail in a time-pressured environment. Understanding of best-practice ticketing principles across a range of platforms, with the ability to learn and apply new approaches to achieve desired outcomes
- Ability to multi-task with the capability to pivot where necessary
- Ability to deliver a high level of customer service with a proactive approach to problem solving and conflict resolution
- Dependable written competency and demonstrated accuracy in data entry and the use of business systems, processes and applications
- Stakeholder management experience is an advantage
- Skills and experience in the use of Tessitura is an advantage

In the role you will

- Act as the first point of contact for internal teams and external contacts, answering queries and troubleshooting ticket build issues received through all communications channels
- Provide administrative support to the wider ticketing systems team including but not limited to reporting, special projects, general event administration support
- Ticket build set up for non-complex events accurately representing event product and pricing, details, escalating tasks as appropriate, involving:
 - Reviewing contracts
 - Creating new ticketing attributes including venues and ticket designs
 - Building long seasons or online maps
 - Third party build coordination
 - Complex configurations including website configuration, online maps and import management
 - Checking settlements
 - Team and project briefings
- Provide support to Specialists, Ticketing Systems by checking event builds, building special offers, monitoring On Sales, and tracking inventory across ticketing channels
- Be a highly competent and specialist user of ACM's ticket systems, including but not limited to; Tessitura, Ungerboeck and third-party ticketing systems
- Work within established procedures in a time-pressured and deadline-driven environment and champion innovation and the utilisation of technology to achieve an integrated customer-centric experience
- Maintain a customer-first and collaborative culture

Decision making:

- Under the direction of the Manager, Ticketing Systems, be responsible for the delivery of specified ticket builds and the team administrative activity. A degree of autonomy will be required to complete daily tasks.
- Successfully prioritise workload and tasks assigned. Be required to balance the often-competing enquiries and immediate demands of internal and external stakeholders.
- Resolution of project or work activity is undertaken within processes and guidelines, with a level of judgement and assessment in determining approach.

Systems:

- Tessitura
- USI
- Third party ticketing systems (eg. Ticketek)

Working environment/physical requirements:

- Be required to undertake the tasks and requirements detailed in the relevant job task analysis
- Undertake general office work with a strong emphasis on the use of computers and digital technology
- Potentially work in an underground office environment



- Be required to be on site/attend events outside work hours from time to time
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022

You demonstrate our values

- Leadership – courage and conviction
- Creativity – a boundless imagination
- Care More – a place for everybody
- Community – working together
- Equity – fairness & justice