



# TEN DAYS ON THE ISLAND TICKETING SERVICES COORDINATOR POSITION DESCRIPTION

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<b>REPORTS TO:</b>	TICKETING SERVICES MANAGER
<b>LOCATION:</b>	TEN DAYS ON THE ISLAND BURNIE OFFICE
<b>CONTRACT PERIOD:</b>	11 JANUARY 2021 – 26 MARCH 2021
<b>HOURS:</b>	FULL TIME
<b>REMUNERATION:</b>	\$55,000 PER ANNUM PRO RATA + SUPERANNUATION

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## **ABOUT TEN DAYS ON THE ISLAND**

Ten Days on the Island collaborates with artists to create internationally relevant work for its statewide Festival.

The biennial Festival celebrates Tasmania's island culture and offers a platform on which to profile and promote Tasmania's innovative, creative and resourceful character and unique cultural identity.

Ten Days brings international recognition for Tasmania and demonstrates how the arts can positively influence a community's perception of itself and the image it projects to the world.

Ten Days provides opportunities for Tasmanian artists and arts companies to present their works to a wider audience, provides access for Tasmanian audiences to arts experiences with national and international artists and companies of the highest quality, and helps to build Tasmania's professional arts infrastructure.

The dates for the Festival are 5 – 21 March 2021.

## **PURPOSE OF THE POSITION**

Reporting to the Ticketing Services Manager, the Ticketing Services Coordinator will assist with the implementation of the Ticketing Strategy for Ten Days on the Island 2021.

The Coordinator will assist in the successful implementation of Ten Days' new ticketing system, enta. The Ticketing Services Coordinator must be able to work effectively in high-pressured situations and make decisions in the best interest of the organisation.

## **KEY RESPONSIBILITIES & SPECIFIC DUTIES**

- assist in problem solving ticketing matters with third party and key stakeholders including venue box offices and ticket outlets
- create documentation (for internal and external use) of procedures relating to all aspects of the ticketing needs for Ten Days
- assist with ensuring that each event in the artistic program built in enta is accurate
- assist with releasing unused holds back into the system in a timely fashion to maximise potential sales
- assist with door-sale procedures for Festival venues where there are no fixed box offices including staffing, finances (floats), etc.
- process complimentary tickets as required
- liaise with schools and follow up school ticket reservations
- assist with ticket sales reporting as required
- assist with reconciling enta and outlet sales on a daily basis, report any discrepancies directly and immediately, and liaise with third parties to enable sales reports to be prepared as required
- assist with training and rostering casual box office staff
- work collaboratively, ensuring open and clear communication channels are maintained for sharing information across departments
- develop and maintain effective relationships with ticket outlets, ticket buyers, venues, suppliers, and other relevant external agencies for ticketing services
- participate in regular Ten Days' staff and departmental meetings
- provide the Ticketing Services Manager with a weekly report of developments and activities either in writing or in a meeting

## **GENERAL DUTIES**

- attend Ten Days' meetings, events and functions as required
- attend a general debrief post-Festival and write a job specific post-Festival report
- other duties as reasonably required by the Ticketing Services Manager

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## **KEY INFORMATION**

- The successful candidate will be appointed on a three (3) month contract
- The contract is modelled on and supports Ten Days' employment policies

## **WORK HEALTH & SAFETY, EQUAL OPPORTUNITY, DISCRIMINATION & HARASSMENT**

Ten Days on the Island is committed to high standards of performance in relation to Workplace Health and Safety and Equal Employment Opportunity. Our staff will maintain safe working conditions and practices. Our organisations will promote and uphold the principle of fair and equitable access to employment and professional development. Ten Days on the Island does not tolerate any form of harassment or discrimination. All staff are required to comply with company policies and procedures and the Ten Days on the Island values to achieve harmonious professional relationships and working environment.

## **WORK CONDITIONS**

This position is based in Burnie, Tasmania. Some intrastate travel will be required.

Normal office hours of work will be 9am to 5pm with a daily lunch break of one hour; however, there will be times when considerable out-of-hours attendance will be needed. Hours of work will include weekend and on-call response during the lead up to and throughout the 2021 Festival and other Ten Days' events.

## **ANNUAL AND SICK LEAVE**

Subject to the terms and conditions of the employment contract, the Employee will be entitled to holiday leave accrued proportionally at the rate of four weeks of annual leave for every 52 weeks worked. No leave loading will be paid.

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## **SELECTION CRITERIA**

### **Essential**

- Experience working with ticketing systems
- Demonstrated customer service experience in a sales or administration environment
- Demonstrated ability to plan, organise and prioritise work within tight timeframes
- Professional experience in an office and/or box office environment
- Fluent in Microsoft Word, Excel and Outlook
- High level attention to detail, accuracy and efficiency while multi-tasking effectively
- Excellent interpersonal skills including with written and verbal communication, liaison, negotiation and the capacity to work in a team environment
- Ability to use initiative when required and be self-motivated
- Driver's licence

### **Desirable**

- A working knowledge of the enta system
  - A general knowledge of the functioning of database software
  - Previous experience within an arts and/or festival environment
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## **HOW TO APPLY**

Email your responses to the Selection Criteria, your current CV and a brief cover letter to [jobs@tendays.org.au](mailto:jobs@tendays.org.au)

Please write Ticketing Coordinator in the subject line of the email.

Applications must be received by 9am Monday 30 November 2020.

If you have any questions about the role or the application process, call Nic van Essen on 03 6406 0210.