

## Position Description

<b>Position title:</b>	<b>Casual Ticketing Team Member</b>
<b>Directorate:</b>	City Wide Services
<b>Service Unit:</b>	Civic Services
<b>Reports to:</b>	Ticketing Coordinator
<b>Direct reports:</b>	Nil
<b>Salary point:</b>	LTCA 4 - 7
<b>Work location:</b>	Civic Theatre or other location used for presentation of live performance or event by Civic Theatre
<b>Date revised:</b>	March 2021

### What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

### What's it like working in Civic Services?

We provide services to the community across the fields of entertainment, cultural development, venue and event coordination, food and beverage and tourism. We manage some of the City's most valuable assets – Newcastle City Hall and the Civic Theatre, as well as the Civic Station building which houses our Visitor Information Centre, and the Fort Scratchley Function Centre. Our people are passionate about Newcastle, culture, supporting the community and the venues we look after. We aim to preserve our valued community assets while ensuring full use is made of them, to the benefit of the community.

### What's the focus of this position?

This position works collaboratively within a team to provide our customers with a first-class experience of our theatre, from the moment they decide to purchase a ticket. The primary objective is to provide best practice online and in person ticket and merchandise sales service and to ensure the seamless service delivery. The ticketing team ensures that from their very first engagement with us online, our customers have all the information they require, find their purchasing experience enjoyable, and interactions at the venue smooth and welcoming.

This is a casual position located in our busy Ticket Office, or on site at venues or in an event ticket office. All roles are customer facing. You should also refer to the document **Duties Statements Ticketing** which describes the duties related to each role.

Available roles are:

Ticketing Team Member	LTCA 4
Ticketing Team Member Digital Specialist	LTCA 5 – 6
Ticketing Team Leader	LTCA 7

### What you'll be doing:

- Provide a high quality, personalised and professional ticketing service that exceeds expectations by:
  - Processing single ticket, subscriptions, packages and group sales
  - Providing support to online bookings
  - Upselling associated products and services to extend and enhance the visitor experience
  - Responding to general enquiries about events and the Civic Theatre's services and facilities
  - Responding to administrative enquiries and transferring calls as appropriate
- Acquire and provide product and venue knowledge.
- Maintain knowledge and skills within the Enta ticketing system.
- Reconcile sales transactions.
- Follow Civic Theatre data procedures to ensure accuracy and data integrity.
- Maintain marketing material in literature packs and update external poster display cases as required.
- Assist the Live Performance Promotions Officer with on-sales, subscription sales processing and other marketing tasks including ensuring online content is current, accessible and relevant across the Civic Theatre website and social media platforms.
- Resolve customer feedback and escalate issues to Ticketing Coordinator as needed.
- Hours of work will include daytime, night-time and weekends, including operating a Ticket Office at other Newcastle Venues and at other site-specific locations as required.
- Follow Civic Theatre procedures, work plans and duty statements for work and skill areas, such as subscriptions, group bookings and other areas as required.
- Contribute to sales targets and the delivery an exceptional visitor experience,
- Contribute to work process improvements, effective teamwork and the highest possible standard of live performance and event delivery.
- Ensure that workplace health and safety is a top priority in all aspects of your work.
- Provide support and assistance to colleagues wherever possible
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

### The essentials you'll need:

- Sound knowledge of Ticketing systems, especially Enta.
- Demonstrated computer competency and experience in receipting of cash, cheque, credit card and EFTPOS transactions.
- Experience working in a customer services or ticketing environment, providing excellent service and resolving customer issues.
- Confidence in sales and ability to promote the Civic Theatre, activities and events and experience meeting sales targets.



- Demonstrated organisational skills, with excellent attention to detail.
- A team-player who will establish positive working relationships, open to learning and always looking for ways to improve service delivery.
- Excellent communication skills; able to communicate with a wide range of people, and assist all visitors in a helpful, courteous and confident manner.
- Ability to work consistently without direct supervision and under some pressure.
- Effective written and verbal communication skills, pleasant and cooperative demeanour and professional presentation.
- Available to work shifts during the day, night and over weekends as well as flexibility to work a broad span of hours and at short notice where required.
- Interest in live performance, theatre or similar.

**Other valuable skills you may have:**

- Formal qualification in a relevant field, to a minimum level of a Certificate IV or able to demonstrate equivalent practical experience.
- Prior experience or understanding of Digital Marketing.
- The ability to interpret and understand CRM data.
- Demonstrable ability to deal with cash handling/card sales reconciliations in an accurate manner.
- Experience of managing group bookings and working with Tour operators
- Experience in Sales reporting using event management and ticketing systems.

**We'll encourage you along the way**

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves. We may require you to obtain specific qualifications required for the position, at our expense. You will be required to provide a Police Check and Working with Children Check and undertake a medical prior to engagement.

*I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.*

<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	