

Position Description

POSITION TITLE: Ticketing Sales Representative – casual (3-month season)

REPORTS TO: Customer Experience & Ticketing Manager

ABOUT THE ACO

Led by its charismatic Artistic Director, Richard Tognetti, the Australian Chamber Orchestra is renowned world-wide for its inspired and courageous programming and unrivalled performances. In early 2022, the ACO moved to our new, purpose-built home on Pier 2/3 in Sydney's Walsh Bay Arts Precinct, which includes a 275 seat Performance Space, Studio Space, Media Suite, and Event Space - an exciting new home for performance, presentation, community engagement and collaborative opportunities.

ABOUT THE POSITION

ACO Ticketing Sales Representatives play a vital role in nurturing relationships with our valued ACO subscribers and patrons. We are looking for enthusiastic, self-motivated Representatives to work with other members of the Box Office to assist with subscription processing and sales for the ACO 2023 season and our remaining 2022 season of events. Candidates will be expected to deliver polite and professional customer service and maintain accurate ticketing records in the ACO's ticketing system, Tessitura. The ACO Subscription period will run from 24 August through to approximately mid November 2022.

RESPONSIBILITIES

1. Selling and processing single tickets and packages to the ACO's National Concert Season via phone, email, counter and online channels. Some outbound work required.
2. Deliver polite and timely responses to customer queries and feedback and effectively communicate the ACO season to patrons
3. Process ticket orders, including, subscriptions, Flexi Packages and single ticket sales using the in-house ticketing system, Tessitura
4. Process ticket exchanges
5. Other box office related duties as required

KEY RELATIONSHIPS

Internal

- Customer Service & Ticketing Manager
- Marketing Department
- Development Department

External

Develop and maintain excellent relationships with ACO customers including Subscribers, Flexi package buyers and single ticket buyers.

POSITION REQUIREMENTS

The successful applicant will meet the following position requirements:

- Ticketing experience with Tessitura preferred but not essential
- Customer service experience
- Excellent written and verbal communication skills
- High level of attention to detail
- Enthusiasm, positive attitude and self-motivation

TERMS

This position is casual, based in the ACO's office in Sydney. The ACO Subscription period will run from 24 August through to approximately mid November 2022.