

POSITION DESCRIPTION

POSITION TITLE	Ticketing and Systems Manager
REPORTS TO	Head of Customer Experience & Ticketing
DIRECT REPORTS	None

THE ORGANISATION

Led by its charismatic Artistic Director, Richard Tognetti AO, the Australian Chamber Orchestra is Australia's most dynamic performing arts organisation. Renowned world-wide for its inspired and courageous programming and unrivalled virtuosity, the ACO collaborates with an extraordinary range of artists including the world's leading soloists, cinematographers, visual artists and contemporary musicians and entertainers.

The ACO is based at its award-winning home, ACO On The Pier, in Sydney's Walsh Bay Arts Precinct (WBAP), an exciting space for live performance, community engagement and collaboration. Following the ACO's 50th Anniversary last year, and with a new website project and Tessitura v16 upgrade due to launch in Q1 next year, you'll be joining at a pivotal time and be part of a high performing, ambitious and creative team who are always looking for bold new ways to grow audiences and amplify the ACO's national and international reputation.

ABOUT THE POSITION

This position is a key role in the Box Office team that bridges back-end ticketing systems and operations with exceptional customer service. As the ACO's primary Tessitura expert, the role manages Tessitura access, training and support across the business and is responsible for upgrades, developments and integrations, working closely with ACO's technology and infrastructure partners. As a key set of eyes and ears for the Head of Customer Experience & Ticketing, the role keeps them informed on system performance and day-to-day operational matters and supports the wider Marketing team with sales data and sights that inform campaigns and audience development strategies.

DUTIES AND RESPONSIBILITIES

- Manage Box Office systems and Tessitura integrations including, but not limited to, the ACO website and venue partner ticketing systems
- Assess new potential platforms, review their viability and make recommendations with the needs of the whole business in mind
- Manage season and event builds for the National Concert Season and ACO On The Pier, working closely with the Marketing team

- Act as the organisation's day-to-day Tessitura systems expert, keeping the Head of Customer Experience & Ticketing informed of platform developments, risks and opportunities within the wider Tessitura community
- Manage Tessitura access, login credentials and training for staff
- Project manage Tessitura software developments and upgrades
- Provide, and oversee the accurate extraction of Tessitura data and reporting for business cases, budgets, forecasts and executive decision-making
- Work alongside the Senior Customer Service & Ticketing Representative on the day-to-day running of the Box Office, sharing responsibility for ticket allocations, customer enquiries and front-line coverage
- Pull Tessitura sales, analytics and reporting data for management and the Executive team to interpret
- Take phone enquiries and sales, maintaining an exceptionally high level of customer service
- Contribute to Marketing strategies, and build ticket offers and initiatives to grow and diversify the ACO's audience
- Support the Head of Customer Experience & Ticketing as required.
- Assist as the box office representative at the venues in person where needed.
- Open and close the reception/box office at ACO On the Pier as needed.

KEY RELATIONSHIPS

The Ticketing & Systems Manager works closely with all areas of the business including:

- Reports to the Head of Customer Experience and Ticketing, within the Marketing Department led by the Director of Market Development
- Senior Customer Service & Ticketing Representative and casual Customer Service & Ticketing Representatives;
- All areas of administration: Artistic, Operations, Venue, Human Resources, Partnerships, Philanthropy and Learning & Engagement;
- ACO venue partners;
- ACO On The Pier venue hirers;
- External technology partners
 - Tessitura
 - QBT (ACO's IT partner)
 - Studio Bravo (ACO's website developer)
 - Windcave

TERMS

This position is a permanent, full-time position based in the ACO's office in Sydney.

WHAT WE'RE LOOKING FOR

Skills & Experience

- Extensive experience working with Tessitura in a multi-channel Box Office, within a customer focused organisation; knowledge on v16 essential
- Advanced problem-solving skills and working knowledge of ticketing systems;
- Comfortable learning and embracing new technologies and platforms
- Strong customer service skills
- Excellent sales and communication skills and the ability to work with internal and external stakeholders to optimise revenue
- High level of accuracy and attention to detail
- Excellent time management skills with the ability to manage multiple projects with different, and sometimes competing, deadlines

Advantageous

- Experience in upgrading from v15 to v16 in Tessitura
- Experience working for a subscription-based organisation
- An interest in orchestral music (encyclopedic knowledge of music not necessary!)

Attitudes

- A kind, collaborative, team player who does not compromise on personal responsibility
- Enthusiasm, initiative and self-motivation

DIVERSITY & INCLUSION

The ACO is committed to equity and inclusion and welcomes applications from Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with a disability, mature age workers, and lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI+) people.

At 15 September 2026