

Position Description

JOB TITLE Ticketing Representative
REPORTS TO Customer Experience & Ticketing Manager

ABOUT THE ACO

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 courageous programming and unrivalled virtuosity, the ACO collaborates with an extraordinary range of artists and continually pushes the limits of performance into new and exciting realms.

Despite the challenges of the past year, in 2021 the ACO expanded their offering to present a national live concert season alongside their inaugural digital season – ACO StudioCasts. With their highly anticipated move to the Walsh Bay Arts Precinct at the beginning of 2022, this is an exciting time for the Orchestra. The Ticketing Representative will join a high performing, passionate and ambitious team in helping shape the future of one of Australia's most respected and internationally acclaimed cultural icons.

ABOUT THE POSITION

ACO Ticketing Representatives play a vital role in nurturing relationships with our valued ACO subscribers and patrons. We are looking for an enthusiastic, self-motivated and passionate music lover to work with other members of the Box Office to deliver friendly and professional customer service, sell and distribute tickets to the ACO's National Concert Season and on-demand film season, ACO StudioCasts, and maintain accurate ticketing records in our Ticketing and CRM System, Tessitura.

DUTIES AND RESPONSIBILITIES

- Selling and processing single tickets and packages to the ACO's National Concert Season via phone, email, counter and online channels, using the in-house Ticketing and CRM system, Tessitura. Some outbound work required;
- Selling and processing tickets to the ACO's on-demand streaming platform, ACO StudioCasts;
- Delivering polite and timely responses to customer queries and feedback, received over the phone or through the Box Office email inbox, maintaining a high level of customer service at all times;
- Processing ticket exchanges; and
- Other box office related duties as required.

KEY RELATIONSHIPS

This position is required to develop positive relationships within the Box Office and Marketing team and across the whole organisation. Key internal stakeholders include the Philanthropy & Partnerships and Learning & Engagement teams.

This position works closely with external stakeholders and is required to develop and maintain excellent relationships with ACO customers and partners.

TERMS

This position is a full-time, fixed-term (1 year) position based in the ACO's office in Sydney.

WHAT WE'RE LOOKING FOR

- Experience working with Ticketing systems - Tessitura preferred but not essential;
- Customer service experience;
- Excellent written and verbal communication skills;
- High level of accuracy and attention to detail;
- A kind team player who does not compromise on personal responsibility; and
- An interest in orchestral music - encyclopaedic knowledge not necessary!