

Position Description

JOB TITLE	Customer Experience & Ticketing Manager
REPORTS TO	Director of Market Development
DIRECT REPORTS	Ticketing Sales Representatives

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 Customer Experience & Ticketing Manager 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

This position is responsible for ACO Ticketing Operations and ensuring the highest level of customer service for all ACO patrons. The Customer Experience & Ticketing Manager will be a Tessitura champion, and work closely with the Marketing, Philanthropy & Partnerships and Learning & Engagement teams to activate initiatives that drive new audiences, customer loyalty and revenue. They will work closely with the ACO's Commercial team in developing new business and driving ticketing revenue from Pier 2/3 venue hirers.

DUTIES AND RESPONSIBILITIES

- Maintain a consistently high level of Customer Service for ACO Patrons and Partners - onsite, over the phone and online;
- Ensure ACO is on the forefront of industry developments and continually modernising ticketing operations in line with consumer expectation and technological capability;
- Manage the day to day running of the ACO Box Office including taking customer enquiries and sales across all channels;
- Managing a team of Ticketing Representatives, including recruitment and rostering;
- Be the Ticketing point of contact for Pier 2/3 venue hirers and work with the Commercial team in growing this revenue stream;
- Work with national venue partners to manage ticket allocations;
- Season and event builds;
- Work with the Head of Marketing on developing dynamic pricing and yield maximisation strategies;
- Manage outbound telemarketing for annual subscription campaigns;

- Support the Digital Marketing Manager on website development projects;
- Contribute to Marketing strategies, and build ticket offers and initiatives to grow and diversify the ACO's audience; and
- Other duties as required.

KEY RELATIONSHIPS

The Customer Experience & Ticketing Manager is a key role within the ACO Marketing team and works closely with all areas of the business including:

- All areas of administration including Artistic, Operations, Commercial, Human Resources, Partnerships, Philanthropy and Learning & Engagement;
- ACO venue partners;
- ACO Pier 2/3 venue hirers; and
- Tessitura and the UCSS Consortium.

TERMS

This position is a full-time, fixed-term (2 years) position based in the ACO's office in Sydney.

WHAT WE'RE LOOKING FOR

- Extensive experience in managing a multi-channel Box Office within a customer focused organisation;
- Advanced working knowledge of ticketing systems;
- Leadership and interpersonal skills;
- Experience working for a subscription-based organisation - desired but not essential;
- Strong customer service skills and an interest in orchestral music (encyclopedic knowledge of music not necessary!);
- Excellent sales and communication skills and the ability to work with internal and external stakeholders to optimise revenue;
- A kind team player who does not compromise on personal responsibility;
- High level of accuracy and attention to detail; and
- An interest in orchestral music - encyclopaedic knowledge not necessary!