

POSITION DESCRIPTION

JOB TITLE	Head of Customer Experience & Ticketing
REPORTS TO	Director of Market Development
DIRECT REPORTS	Ticketing & Systems Manager, Senior Customer Service & Ticketing Representative and casual Customer Service & Ticketing Representatives.

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. Celebrations for the Orchestra's 50th Anniversary Season are well under way in 2025, so you'll be joining at a pivotal time for the ACO 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

The Head of Customer Experience & Ticketing leads customer service, sales and ticketing strategy and operations. Working closely with the ACO's network of national venue partners and ACO On The Pier venue team, the role ensures exemplary customer service across all ACO touchpoints. As a key member of the ACO On The Pier venue team, the role supports business development and event delivery to ensure quality experiences for all hirers. Working with the Director of Market Development, and the wider Marketing team, the role supports pricing and ticketing strategies that drive audience growth, customer loyalty and revenue.

DUTIES AND RESPONSIBILITIES

People and Leadership

- Lead a high performing customer service and ticketing team that strengthens relationships with existing and new audiences
- Direct and support your team using the ACO's performance management framework that encourages continuous feedback, goal and priority setting and development planning
- Proactively address people related issues with the support of the Director of Market Development and HR
- Manage recruitment and resourcing ensuring effective task handover and capacity planning
- Be a Tessitura ambassador within the organisation and build the ACO's profile within the wider Tessitura community
- Consciously foster a workplace environment that is consistent with the ACO's values

Customer Experience and Audience Development

- Ensure ticketing systems are optimised to deliver the best possible outcomes for customers and stakeholders (internal and external)
- As an integral member of the Marketing team, contribute to, and support, strategies that grow and diversify the ACO's audience
- Support the Ticketing & Systems Manager on system and platform upgrades and contribute to user experience
- Work closely with the ACO On The Pier Front of House Services Manager to align sales and ticketing with the visitor experience strategy

Ticketing Operations

- Ensure ACO is at the forefront of industry developments and continually innovating ticketing operations in line with consumer expectation and technological capability
- Work with the Director of Market Development and Head of Marketing on developing dynamic pricing and yield maximisation strategies
- Manage outbound calling campaigns during annual Season launch subscription period
- Manage ticketing relationships with ACO On The Pier venue hirers and work with the ACO venue team on growing this revenue stream
- Work with the Database & Insights Manager to provide sales data for business cases, budgets and forecasts

KEY RELATIONSHIPS

The Head of Customer Service & Ticketing works closely with all areas of the business including:

- All areas of administration including Marketing, Artistic, Operations, Venue, Human Resources, Partnerships, Philanthropy and Learning & Engagement
- ACO venue partners
- ACO On The Pier venue hirers
- Tessitura, ACO web developers, QBT and the UCSS Consortium

TERMS

This is a full-time permanent position.

WHAT WE'RE LOOKING FOR

- Extensive experience in leading a multi-channel Box Office within a customer focused organisation
- Advanced problem-solving skills and working knowledge of ticketing systems – Tessitura experience desirable but not essential
- High level of accuracy and attention to detail
- Excellent time management skills and the flexibility to juggle multiple, and sometimes competing, deadlines
- Comfortable working in a fast-paced environment
- Experience working for a subscription-based organisation - desired but not essential
- Strong customer service skills
- 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 builds, and contributes to, a positive workplace culture

Australian
Chamber
Orchestra 50 Years