

**JOB TITLE** Ticketing Sales Representatives - Casual  
**REPORTS TO** Head of Customer Experience & Ticketing  
**DIRECT REPORTS** None

## **ABOUT THE ORGANISATION**

Led by its charismatic Artistic Director, Richard Tognetti AO, the Australian Chamber Orchestra is one of Australia's most dynamic and innovative performing arts organisations. Renowned worldwide, the ACO collaborates with an extraordinary range of international and home-grown talent.

This is an exciting time for the Orchestra as we reinvent our global brand and look for bold new ways to grow audiences and amplify the Orchestra's national and international reputation.

## **ABOUT THE POSITION**

We are looking for enthusiastic and self-motivated Ticketing Sales Representatives to work with our Box Office team to sell and distribute tickets, deliver polite and professional customer service and maintain accurate ticketing records in Tessitura.

### **Responsibilities:**

- Action phone, email, counter and online ticketing enquiries
- Deliver polite and timely responses to customer queries and feedback and effectively communicate the ACO season to patrons
- Process ticket orders, including single tickets, subscriptions, Flexi Packages and merchandise orders using the in-house ticketing system, Tessitura
- Assist with the packaging of tickets for Subscribers, Flexi package buyers, and Single Ticket Buyers
- Process ticket exchanges
- Outbound follow up with customers.
- Other box office related duties as may be required

### **Key Relationships:**

#### **Internal**

- Ticketing Sales and Operations 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:**

- Ticketing experience with Tessitura essential
- Customer service experience
- Excellent written and verbal communication skills
- High level of attention to detail
- Enthusiasm, positive attitude and self-motivation