



TITLE	TICKETING & FRONT OF HOUSE ASSISTANT
LOCATION	19 KENNEDY STREET, CASTLEMAINE VICTORIA
REPORTS TO	TICKETING & FRONT OF HOUSE MANAGER
EMPLOYMENT PERIOD	MON 8 FEBRUARY - TUE 6 APRIL (subject to change)
REMUNERATION	\$ 9,000 + SUPERANNUATION (subject to change pending start date)
DOCUMENT DATE	JANUARY 2021

POSITION PURPOSE

To support the Ticketing & Front of House Manager (T&FOH) in ticketing and venue operations for the 2021 Castlemaine State Festival and providing a high level of customer service to all ticket buyers and Festival attendees.

ORGANISATIONAL CONTEXT

The Castlemaine State Festival is a multi-arts celebration drawing on the distinctive culture of the central Victorian goldfields region – of old and new, of the artistic and the industrial, and its dynamic community strengths. The Festival showcases works from the region's finest artists and performing arts companies, alongside those by national and international artists.

The next CSF will be held from 19 March – 4 April 2021 and will be the second festival to be directed by Glyn Roberts. The festival is embarking on a new direction by building on its sustained success over the last decade and seeking to communicate more widely the unique nature of this event on a national and international level.

CSF is Australia's largest regional arts festival and with an increased focus on the regions, it is up to our organisation to lead the way and provide an inspiring bench mark for others to follow.

POSITION OVERVIEW

The Ticketing & Front of House Assistant is responsible for supporting the T&FOH Manager in maintaining the online ticketing and onsite Ticketing systems, supervising Ticketing operations as well as venue front of house volunteers, providing regular ticket sales reports, cash handling, settlements, event and post Festival reports and providing exceptional customer service and leadership to the public and co-workers.

KEY RELATIONSHIPS

Internal	Ticketing & Front of House Manager, General Manager, Festival Director, Production Manager, Creative Producer, Volunteers Coordinator, Patrons Manager, Partnerships Coordinator, Marketing & PR Manager, Marketing Coordinator, Front of House Coordinator, Risk Manager, Festival Office volunteers.
External	Ticket buyers, Ticketsearch, CSF Venues, CSF Sponsors & Patrons, Artists, general public.

RESPONSIBILITIES

Ticketing SERVICES

- Maintain the Ticketsearch online ticketing and onsite Ticketing systems including the maintenance of event information in conjunction with the T&FOH Manager.
- Manage the sale and distribution of tickets for all 2021 Festival events in conjunction with the T&FOH Manager and a team of Ticketing volunteers.
- Assist the Manager with sponsors, patrons, staff and artists complimentary ticket allocations, printing and distribution of these and coordinating seating requirements with FOH staff.
- Assist with coordinating venue based sales of all remaining tickets for door sales.

- Set up all Ticketing venue equipment needed for each site including ipads, mobile phone scanners, ticket printers and all other equipment required at each venue.
- Work in the Festival Box Office each Saturday from Saturday 20 February – Sunday 18 March from 10am – 3pm for all in-person and phone sales during these hours. Additional shifts on Tuesday and Thursday may also be required as well as phone booking sales during the week.
- Training of volunteers for Festival Ticketing and Venue door sales.

FRONT OF HOUSE (FOH)

Assist with the following:

- the day to day management of all FOH operations, FOH Supervisors and FOH Volunteers for the Festival.
- the safety and security of all Festival audiences.
- incident plan procedures for each event in consultation with the BO&FOH Manager, OHS & Risk Manager, Production Manager and General Manager.
- developing emergency and evacuation procedures for each venue, with the OHS & Risk Manager
- In collaboration with Venue/Site Managers, carry out checks ensuring all spaces, internal and external, all fittings, equipment and resources are well maintained, in good working order and to take appropriate action when they are not.
- The recruitment, induction, training, rostering, supervision and line management of Front of House staff and volunteers.

In addition:

- Act as duty manager as required for Festival events.
- Work closely with the production and creative teams to ensure the Festival's venues and events operate smoothly and efficiently.
- Develop staff rosters, ensuring that each Festival venue is adequately staffed at all times.
- In collaboration with Food & Beverage Coordinator, ensure bars and catering services volunteers are recruited and rostered.
- Ensure all Front of House volunteers have adequate and appropriate training to include COVID Safe practices, customer service, first aid, accessibility and health & safety.
- Ensure all Festival venues have necessary equipment and signage for the smooth running of ticketing services, audience access and egress and COVID Safe practices.
- Ensure all requirements of the CSF COVID Safe Plan are met including QR Code implementation for all venues and all other requirements under the current COVID-19 Public Events Framework.
- Respond to and implement any required changes to Front of House processes based on daily findings.

CUSTOMER SERVICE & LEADERSHIP

- Assist with the management of Ticketing and FOH volunteers.
- Along with the BO&FOH Manager, manage volunteer schedules and provide support to staff and volunteers in a busy festival environment.
- Assist BO&FOH Manager with regular briefings on ticket sales, program changes and sold out shows etc.
- Assist with ticket sales, respond to queries and provide information on the Festival to customers as required.
- Provide tailored customer service to members of the public, including disability and other access requirements and ensure these requirements are implemented.
- Be able to work flexible hours, including on weekends and evenings particularly during the Festival period.

FINANCIAL MANAGEMENT & REPORTING

- Assist with reporting and reconciliation of sales to ensure that all monies in cash, cheque or EFTPOS received either over the counter, online, by phone or by mail are appropriately processed.
- Accountable cash handling and management, including banking of cash.
- Assist with collection of customer data through the Ticketing system.

SELECTION CRITERIA

Applications should demonstrate the following criteria:

1. At least two years professional customer service experience, ideally including Ticketing and Front of House experience.
2. Previous experience in using the Ticketsearch or Seat Advisor Ticketing system or equivalent.
3. Experience working in a busy, public and sometimes complex working environment.
4. Cash and credit card handling and sales reconciliation experience.
5. Administrative and organisational skills and experience, including experience using Microsoft Office Word, Excel and PowerPoint.
6. Experience using customer relationship management (CRM) systems.
7. General understanding of working in festivals and/or events.

PERSONAL ATTRIBUTES

- People skills – the ability to develop positive, collaborative working relationships at all levels.
- Reliable and trustworthy – able to perform duties with honesty and integrity and is comfortable and experienced in handling confidential information.
- Problem solving and initiative – able to identify and anticipate problems then discuss and implement solutions.
- Flexibility and openness – able to adapt to fluctuating workload and demands in a dynamic work environment.
- Attention to detail – maintain exceptional standards of accuracy and integrity in all work produced.
- Customer service orientation – ability to understand the needs of the Festival audience and desire to deliver exceptional levels of audience engagement and customer service.

TERMS

- This position is a 2-month contract and is primarily based at the Castlemaine State Festival Ticketing in Castlemaine.
- Full-time availability is required in the lead up to and during the Festival period in March 2021.
- Castlemaine State Festival is an EEO employer.

APPLICATIONS

Your Resume and a cover letter to be sent to tickets@castlemanifestival.com.au no later than Friday 12 February 2021.