



## **JOB AND PERSON SPECIFICATION**

**Position:** Ticketing & Events Coordinator  
**Reporting to:** Development Executive  
**Reports:** N/A

The Ticketing & Events Coordinator supports both the ticketing and hospitality elements of State Opera's annual season of productions, as well as the stakeholder events associated with sponsor / donor servicing. For each State Opera production, the role will coordinate the ticketing, including seat holds, complimentary ticket requests, VIP invitations, seating allocations, and ticket distribution. The role will also assist in the planning and execution of opening night and other stakeholder hospitality; and provides support for additional stakeholder events, including venue arrangements, invitations, theming, and on-the-ground support. A core component of this role is ensuring effective, timely communication with all stakeholders according to State Opera protocol and customer service values. The role reports to the Development Executive.

### **Duties include but are not limited to:**

#### **Ticketing**

- Manage seat holds, RSVPs, and seating allocation for invited guests, staff, artists, charity tickets, competition winners, and corporate partners.
- Allocate and issue charity and competition tickets and vouchers.
- Liaise with BASS Ticketing to troubleshoot issues and request ticket information / changes.

#### **Stakeholder Events**

- Collate invitation lists, write invitation copy, design and schedule all email invitations and communications, track RSVPs, and prepare event briefing documents.
- Assist with organising events (including fundraising events, opening nights, the Artistic Director's Circle and the State Opera Club events), including venue liaison, theming, resource planning, and scheduling.
- Work on-the-ground at each event (distributing tickets, greeting guests, etc).

#### **Stakeholder Liaison**

- Provide a tailored and thoughtful customer service experience to all stakeholders, including managing ticketing queries and requests over the phone and via email.

#### **Administration / Customer Service**

- Update and maintain donor and customer database Salesforce, and other relevant systems.
- Assist with taking and processing donations.
- Answer reception phone line and direct calls / act as reception for the organisation as required when Company Administrator is absent.

### **General**

- Enhance and promote State Opera's profile and reputation amongst stakeholders and the wider South Australian community
- Any other tasks that may reasonably be expected of this role.

### **Essential Selection Criteria:**

- Broad existing understanding of ticketing and events
- Diligent consistent worker with the ability to complete tasks to deadline with attention to detail and accuracy
- Natural flair and intuition for understanding stakeholder needs, values and requests and responding in a tailored, professional and consistent approach and customer service focus
- Ability to understand databases and online tools
- Sound working knowledge of Word and Excel
- Excellent customer service skills and a willingness to assist opera subscribers and ticket-buyers
- The ability to independently and creatively problem-solve and resolve customer queries and concerns with diplomacy and tact
- Dedication to contributing to a supportive team and communicating effectively with colleagues to ensure success
- The ability to work on-the-ground at events, including in the evening and on weekends

### **Desirable Selection Criteria:**

- Prior box office and ticketing experience
  - Prior function and/or event experience
  - Prior experience in using Salesforce and/or a ticketing sales system
  - Interest in further developing understanding and skills in planning and producing events
  - Knowledge and interest in opera and the performing arts and/or the charitable sector
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**Nature of role:** This is a part-time role, equivalent to 3 days per week. While there may be some flexibility in the days of the week selected, each day will commence at 8.45am to provide support on reception as needed.

The role will often be required to work outside of business hours and on weekends; with appropriate management of hours and Time Off in Lieu to offset.

**Remuneration:** \$50,000 per annum FTE / pro rata salary of \$30,000 per annum, plus 9.5% superannuation.