

## POSITION DESCRIPTION

<b>Position title</b>	<b>Ticketing Coordinator</b>
<b>Employer</b>	Melbourne International Comedy Festival
<b>Reports to</b>	Ticketing Manager
<b>Full time equivalent</b>	12 weeks (11.6 weeks FTE) 0.22 FTE
<b>Position reports</b>	Box Office Staff, Call Centre Staff
<b>Contract duration</b>	03 Feb – 16 Feb 2025: 0.6 FTE 17 Feb – 02 Mar 2025: 0.8 FTE 03 Mar – 23 Mar 2025: 1.0 FTE 24 Mar – 20 Apr 2025: 1.2 FTE 21 Apr – 27 Apr 2025: 1.0 FTE

### **Melbourne International Comedy Festival**

Melbourne International Comedy Festival is one of the world's great comedy festivals and one of Australia's largest and most loved cultural events.

Conceived to promote the comedic arts in Australia, the Melbourne International Comedy Festival has earned its global reputation through creative, eclectic programming. The organisation is active year-round with national and international touring, educational and artistic development programs complementing the presentation of the annual four-week festival.

The Festival values and encourages inventiveness, diligence and respect for all. Melbourne International Comedy Festival staff contribute as a team to the production of the Festival and have the opportunity for input in a variety of areas. An ability to communicate effectively and collaborate in a way that enables efficient and professional delivery of all aspects of the Festival's operations is essential.

### **Position objectives**

The Ticketing Coordinator is a fixed term position contracted annually.

The Ticketing Coordinator is responsible for assisting with the management of Melbourne International Comedy Festival's ticketing system and the supervision of the Festival's Main Box Office and Call Centre. Box Office and Call Centre staff report to the Ticketing Manager, Deputy Ticketing Manager, Assistant Ticketing Manager, and Ticketing Coordinator as appropriate.

The duties of the Ticketing Coordinator refer to all Festival Managed Venues, all Festival managed box office outlets, and all independent shows ticketed through the Festival ticketing service. Festival Managed Venues include Melbourne Town Hall, Chinese Museum, Swiss Club, Max Watt's, Arts Centre Melbourne, The Victoria Hotel, The Westin Melbourne and other places from time to time.

The Ticketing Coordinator will play a key role in the successful delivery of the Red61 ticketing system, as well as in providing box office operations and customer support. They sit within the Ticket Management team but provide coverage for Box Office Management as needed.

## **Key relationships**

### Internal

- Ticketing team
- Box Office Managers
- Box Office Staff
- Venues Manager and front of house team
- Finance and administration

### External

- Ticketing agencies, venues and suppliers
- Producers, artists and promoters
- General public and ticket holders
- Arts industry peers and promotional partners

## **Key Responsibilities**

### Ticketing Administration:

- Assist the Ticketing Team in providing ticketing services for all shows produced by the Melbourne International Comedy Festival, as well as shows presented by visiting producers and artists as part of the wider Festival program. This includes but is not limited to:
  - Building and editing events within the ticketing system and ensuring they are available through online, call centre and box office sales platforms.
  - Creating and monitoring promotions and special offer ticketing.
  - Processing complimentary, sponsorship and papering ticket lists in line with appropriate approvals procedures.
- Work across a seven-day festival roster (shifts are rotated and scheduled between 10am and 12am).
- Monitor the ticketing inbox to ensure event changes and cancellations are actioned promptly and customers notified.
- Assist with ensuring all information on the ticketing system is correct at all times.

### Box Offices and Staffing:

- Supervise and support casual Box Office Staff, where appropriate, to ensure a smooth delivery of box office and customer services to the public.
- Support the Ticketing Team to provide ticketing training for the Festival's Box Office and Call Centre team.
- Assist with preparing work schedules and necessary reference materials for Box Office Staff.
- Support the Box Office Managers to oversee the daily running of the Box Office and provide technical support and liaison.
- Monitor the customer service inbox, ensuring all enquiries are responded to in a timely manner and requests are processed according to Festival policies and procedures.
- Collaborate with the Box Office Managers, where appropriate, to process bulk ticketing transactions, including event cancellation refunds and venue changes.
- Coordinate accessible bookings, including monitoring access notes and supervising call centre staff to uphold best practices in accessible booking procedures.
- Sell tickets and speak to customers where required, particularly during busy periods.

Policy and Procedure:

- Maintain rigorous confidentiality regarding all Melbourne International Comedy Festival business and not discuss such business with persons other than appropriate Board or staff members unless authorised by the Festival Director.
- Prior to completion of contract, prepare a Post-Festival report for the Melbourne International Comedy Festival records. The report should address all issues affecting the duties of the Ticketing Coordinator and include recommendations and examples of all produced documentation and brief reviews of staff performance.
- Other reasonable duties as determined from time to time by Ticketing Management.

**Selection criteria for the position**

1. Demonstrated experience in events ticketing (Red61 ticketing system preferred).
2. Demonstrated experience in managing diverse teams and the ability to communicate clearly and effectively.
3. A high level of numeracy and attention to detail.
4. Organisational skills, and the ability to manage competing priorities.
5. High level computing skills including experience with Microsoft Word, Microsoft Excel and Outlook.
6. Sensitivity to the needs of and handling of relations with artists and producers

**Personal attributes and desired experience**

- Common sense
- Excellent personal presentation, and proven high standard of oral and written communication skills
- Discretion, confidence, tact and impartiality
- Ability to work efficiently and calmly under pressure in a busy environment
- Ability to deal with variety of stakeholders
- Adaptability in shifting priorities between tasks based the needs of the day
- Willingness to take direction and work as part of a team
- Willingness to work in a festival cycle that involves work outside standard business hours
- Patience, energy and a sense of humour

## INHERENT PHYSICAL REQUIREMENTS

Position Profile
Position: Ticketing Coordinator
Primary Actions: Administration, office/workstation/venue-based tasks, long hours on feet Secondary Actions: Manual handling – low to medium frequency and volume
Additional notes (varies depending on position): Customer communication and support, screen-based activities, travelling to multiple venues

Action	Never	Occasional	Frequent	Continually
Sitting			X	
Standing			X	
Walking			X	
Steps or stairs (MICF office and venues)			X	
Squatting or kneeling		X		
Bending or twisting		X		
Working with hands above shoulder height, reaching forwards or sideways		X		
Gripping or grabbing		X		
Fine hand coordination (computer typing)			X	
Eye coordination (computer screen)			X	
Lifting floor to waist, waist to height			X	
Lifting above shoulder height		X		
Carrying			X	
Pushing or Pulling		X		
Shift Work/Long hours			X	
Driving (as part of position)	X			

Risk Management	Description
Training	Adequate training for appropriate lifting techniques
Resources	Information on posture, breaks and exercises
Trolley	To transport medium to heavy items
Portable step ladders	To access shelves above shoulder height
Staff support	Recruit team members to assist manoeuvring an object
Ergonomic support	Options for ergonomic furniture if appropriate