
TICKETING AND CUSTOMER SERVICE MANAGER

DEPARTMENT: Marketing (Box Office)
REPORTS TO: Director of Marketing
DIRECT REPORTS: Box Office and Ticketing Coordinator, Box Office and Administration Assistant, Casual Box Office Assistants

ROLE

The Ticketing and Customer Service Manager serves as the primary contact for Adelaide Symphony Orchestra's customers and oversees the orchestra's ticketing operations. The role is responsible for collaboratively devising and implementing ticketing strategies which support the ASO's strategic objectives and grows the audience. The role ensures the integrity, and development of the ASO's Tessitura database to develop audiences and maximise earned revenue streams and will be the main point of contact within the organisation for any issues relating to Tessitura and ASO customer data.

RELATIONSHIPS

Reporting to the Director of Marketing, the post holder is required to work closely with the box office and customer service team, as well as other key ASO staff from other departments, in particular the Chief Executive Officer, Development team, Technical and Venue Manager, Marketing Manager, Finance team and others.

The Ticketing and Customer Service Manager plays a critical role in servicing and maintaining relationships across a wide cross-section of the community, including but not limited to service providers and venues, the ASO-led Tessitura Network, third-party ticketing companies, ticketing infrastructure suppliers, musicians of the Orchestra, Friends of the ASO, sponsors and patrons.

The Ticketing and Customer Service Manager will work closely with the Adelaide Tessitura Consortium Manager, who is responsible for all Tessitura escalations and who will provide overall guidance for the use of Tessitura within the ASO and the Adelaide Tessitura Consortium.

The Ticketing and Customer Service Manager is a member of the ASO's Management Group and will be required to attend meetings and report as required on matters relating to the ASO's Ticketing, Box Office, and Customer Service functions.

SPECIAL REQUIREMENTS

- This role will require regular evening and weekend work to attend ASO concerts and other events attended by donors and /or corporate representatives.
- Prior to commencing employment, the preferred candidate is required to have satisfactorily met the requirements of a Working with Children Check.

PERSON SPECIFICATION

Detailed below are the qualifications, experience, knowledge, skills, and abilities identified for the position.

The essential criteria show the minimum essential requirements of the position. The desirable criteria outline additional attributes which would enable the successful candidate to perform the role more effectively; they are not essential but may be used to distinguish between applicants during the shortlisting process.

Essential Criteria

- Management of ticketing and/or box office function within the events, arts and/or music industry
- Demonstrable previous experience with Tessitura or similar CRM database, including event builds and maintenance.
- Sales experience with a customer service focus.
- Excellent skills in providing high-quality customer service.
- Advanced knowledge of Microsoft suite of products, including Word, Excel and Outlook required.
- Successfully meet competing deadlines, autonomously reprioritizing and multi-tasking.
- Work effectively in a small team.
- Proactive approach to problem-solving and planning.
- Highly developed interpersonal and communication skills, both written and verbal.
- Manage personal and sensitive issues in confidence.
- Make decisions under pressure and maintain composure in changing circumstances.
- Display a high level of attention to detail and methodical approach to record keeping.
- Willingness to be hands-on and apply a practical approach.
- Experience in resolving difficult situations through calm negotiation.

Desirable

- Experience using orchestral management software (such as OPAS, Arts Vision).
- A background in the arts and cultural sector.
- An appreciation of orchestral music.

POSITION INFORMATION:

This position is being offered on a on a permanent full-time basis with a salary range of \$75,000-\$85,000. Copies of the position description are available upon request via employment@aso.com.au.

HOW TO APPLY:

Qualified candidates are encouraged to submit a current Cover Letter and CV in one document, outlining your suitability, to the attention of Rachel Grant, People and Culture Manager. Please note that applications submitted without a Cover Letter will not be considered. Applications or queries can be submitted via email to Rachel at employment@aso.com.au.

[Applications will close at 5pm on Sunday 19 April 2024.](#)

Interviews will commence as applications are received.

The ASO invites applications from all qualified candidates with current working rights in Australia.