



POSITION DESCRIPTION
BOX OFFICE ASSISTANT
THE SYDNEY FRINGE FESTIVAL

POSITION:	Box Office Assistant
OFFICE LOCATION:	Level 1, 303 Marrickville Road, Marrickville, NSW, 2204
BOX OFFICE LOCATION:	Village Green Festival Garden @ Darling Quarter
REPORTS TO:	Ticketing Manager
WORKS WITH:	Ticketing Manager, Ticketing Coordinator and the Sydney Fringe Team
EMPLOYMENT STATUS:	Fixed Term Contract – 26.5 hours per week – variable shifts
REMUNERATION:	\$55,000 per annum plus Superannuation pro rata
EMPLOYMENT PERIOD:	Fixed Term Contract 2 August – 6 October 2024

ABOUT THE SYDNEY FRINGE

The Sydney Fringe Incorporated is a cultural industries organisation and advocacy group for the live arts and music sectors. The Sydney Fringe Festival was established in 2010 (www.sydneyfringe.com) and has received widespread industry support and engagement from the artistic community. In

2023, 2181 artists were featured in 400 events across all disciplines in 80 venues. Close to 100,000 people attended the event that generated over \$34 million in economic impact.

Assisting artists is at the forefront of everything we do. Sydney Fringe offers a professional platform from which emerging, early career and professional artists can promote their work to new audiences. The Sydney Fringe strives to ensure that all artists have a positive Fringe experience. We believe that Sydney's independent artists are what make this city so great, and as such we are dedicated to promoting the independent sector to Sydney's mainstream audiences.

The Sydney Fringe team goes to great lengths to ensure that audiences, artists, and venues have a successful festival experience; this is the essence of what makes the Sydney Fringe so unique and is essential to the success of our festival.

OUR VISION

To be celebrated as one of the world's leading Fringe Festivals.

OUR PURPOSE

To champion the independent cultural sector, placing it at the heart of Sydney.

OUR VALUES

Expression; Access; Connection; Integrity; Excellence

ABOUT THE POSITION

Reporting to the Ticketing Manager and Ticketing Coordinator and working directly with the Festival team, the Sydney Fringe Box Office Assistant will be working in the Village Green Festival Garden on-site box office responding to customer enquiries and ensuring the smooth sale and delivery of Sydney Fringe Festival tickets through the box office.

KEY COMPETENCIES

- Demonstrated experience in Box Office/Ticketing operations in a festival or event environment;
- A working knowledge of ticketing systems (ideally Ferve) and box office operations, or equivalent administration systems;

- Experience working within festival environments or theatre venues in a ticketing, front of house, ushering and/or customer service capacity;
 - Demonstrated ability to develop effective relationships and efficiently manage competing priorities within a stressful, customer focused environment;
 - Ability to show initiative and exercise sound decision making across all areas of the position and to work effectively independent of supervision;
 - Highly proficient communication, administration and written and verbal skills, including the use of digital technologies;
 - Discipline and resourcefulness, with the capacity to think laterally and solve problems creatively;
 - Understanding and respect of the contribution volunteers make to the not-for-profit sector;
 - Professional, enthusiastic and positive attitude together with the ability to be a team player, with commitment to group success;
 - Values consistent with the goals and philosophy of The Sydney Fringe.
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RESPONSIBILITIES

- Handling customer enquiries at the Village Green Festival Garden Box Office related to festival information and local amenities;
 - Processing ticket sales and assisting customers with ticket re-prints;
 - Work in collaboration with the Ticketing team to deliver seamless operation of the Ferve Ticketing System, troubleshooting customer and system issues where required;
 - Ensuring Sydney Fringe Box Offices processes and procedures are followed;
 - Ensure compliance with Sydney Fringe processes and procedures;
 - Processing Rushtix and complimentary ticket requests;
 - Assisting the Sydney Fringe ticketing team with email enquiries where required;
 - Developing strong positive relationships with all Sydney Fringe Festival customers, artists, box office coordinators, volunteers and staff to ensure a high level of satisfaction is maintained;
 - Undertaking any other reasonable duties as required by the Ticketing Manager and Ticketing Coordinator.
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ABOUT YOU:

- Excellent interpersonal and communication skills

- Ability to show initiative and exercise sound decision
- Ability to think laterally and solve problems as they arise
- Attention to detail
- Understanding and respect of the contribution volunteers make to the not-for-profit sector and the Sydney Fringe Festival operation
- Maintain a professional and positive attitude in stressful situations
- Have a valid or willing to obtain a Working with Children Certification

INHERENT PHYSICAL REQUIREMENTS

The physical requirements of your position are consistent with those of staff in a major festival. The Sydney Fringe encourages you to advise us of any access needs (pre-existing, or any that may arise) that may have impact on your work. We are committed to ensuring access requirements are met.

DIVERSITY AND OPPORTUNITY

Sydney Fringe provides equal access to all employees and applicants without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information or marital status.

HOW TO APPLY

Applications must be no longer than 3 pages, respond to the position description, address the key responsibilities and experience, and include:

- A covering letter outlining your relevant experience and alignment with our values
- A current resume
- The names and contact details of two professional referees

Applications should be submitted as a PDF document with your name and the position title as the document's title, and emailed to Harry Erickson, Ticketing Manager, on harry@sydneyfringe.com by **5pm on Friday 9 August 2024**. Please ensure that the subject of the email reads as *"Sydney Fringe Box Office Assistant: name of applicant"*.

Covering letters can be submitted as an audio or video recording if preferred. If you have any access requirements or further questions regarding this position please contact the Sydney Fringe Business Manager, Zoe Davies, on hq@sydneyfringe.com.