



Position Description

Ticketing & Customer Service Coordinator (0.8 FTE, Fixed Term)

Company Profile

Bangarra is an Aboriginal & Torres Strait Islander organisation and one of Australia's leading performing arts companies, widely acclaimed nationally and around the world for its powerful dancing, distinctive theatrical voice and utterly unique soundscapes, music and design. Under the visionary leadership of Stephen Page, Artistic Director since 1991, Bangarra has created an extensive repertoire of distinctively Australian experiences weaving traditional and modern cultures seamlessly into its award-winning dance theatre productions. With studios at Sydney's Barangaroo, Bangarra tours extensively to national, regional and remote centres across Australia and internationally each year.

Position Description

The Ticketing & Customer Service Coordinator is a part-time position, 4 days a week for a 6-month period during Bangarra's national tour, with a start date of mid-late April. The role is based in the company office at Barangaroo and may require some Saturday work during our Sydney season.

Key Areas of Responsibility

1. Assist with ticket sales, exchanges and enquiries over the phone and web using the company's ticketing system, Tessitura.
2. Assist with the management of customer service, troubleshooting issues with customers and fielding enquiries and issues.
3. Implement changes to ticket builds under the direction of the Customer Experience & Insights Manager.
4. Support the Customer Experience & Insights Manager with finance reconciliation and management.
5. Manage staff ticketing and assist with the management of VIP tickets.
6. Manage the consignment and delivery of tickets to venues for each performance in collaboration with the Company Manager.
7. Maintain customer data under the direction of the Customer Experience & Insights Manager.
8. Support the Office & Engagement Coordinator in day-to-day office administration and managing incoming calls.

9. Support other departments during peak times with contribution processing, workshop bookings and liaising with schools.
10. Act as a positive representative of the company over the phone and in person.

Minimum Qualifications

1. Knowledge of the Tessitura ticketing system (preferred).
2. Strong organisational skills and attention to detail.
3. Working knowledge of Microsoft Office.
4. Excellent communication skills and positive demeanour.