



WEST AUSTRALIAN
BALLET

WEST AUSTRALIAN BALLET TICKETING ASSISTANT

West Australian Ballet (based at West Australian Ballet Centre in Maylands) is the State's flagship dance company, performing a dynamic and extensive series of classical and contemporary dance works in Perth, regional Australia and internationally. Our vision is to be recognised for exceptional ballet experiences and leadership within our communities, locally and globally and we are driven by our purpose to enrich people's lives through dance.

POSITION SUMMARY

The Ticketing Assistant operates as a member of the Marketing & Communications team and is responsible for providing box office and ticketing support to West Australian Ballet under the guidance of the Ticketing & Customer Experience Manager for all season-related performances including corporate partnership and philanthropy events.

The position is responsible for ticket bookings, printing, distribution, liaison with customers and Box Office staff at the direct of the Ticketing & Customer Experience Manager.

It is incumbent on the Ticketing Assistant to demonstrate commitment to the mission of West Australian Ballet: "To enrich people's lives through dance" and at all times demonstrate behaviour consistent with the values of West Australian Ballet: "Access, Excellence, Innovation and Integrity" as outlined in the Strategic Plan.

KEY WORKING RELATIONSHIPS

The position reports to the Ticketing & Customer Experience Manager and liaises with philanthropy and corporate partnerships teams to coordinate ticketing requirements for nominated events.

KEY ACCOUNTABILITIES AND FUNCTIONS

- Maintenance of WAB Tessitura/TNEW website requirements
- Assist with Tessitura management including, but not limited to, builds, modifications and representing WAB within the wider consortium where applicable
- Daily processing of ticketing requests from customers both by telephone, event RSVP and face to face.
- Process ticketing requirements for corporate partnership and philanthropy team.
- Printing and timely distribution of performance tickets to customers, corporate partners and private donors.
- Assist with the preparation and processing of WAB Season Packages.
- Liaise and direct Perth Theatre Trust Ticketing when required.

- Partner with the Ticketing & Customer Experience Manager to interrogate data for marketing and promotional purposes.
- Assist with data cleanliness to implement the policies and procedures associated with the CRM (Tessitura).
- Maintain the integrity of the CRM database by updating ticket-related data in a timely manner to ensure it is an up-to-date resource for all staff.
- Assist WAB staff with any day-to-day queries regarding use of the CRM system.
- Other duties as directed by the Ticketing & Customer Experience Manager.

ESSENTIAL SELECTION CRITERIA

- Demonstrated experience in a similar Box Office or ticketing role, preferably using Tessitura
- Exceptional presentation and customer service skills.
- Exceptional attention to detail.
- Strong verbal, written and interpersonal communications skills.
- Proven ability to manage time, prioritise tasks and work to strict deadlines.
- Demonstrated flexibility and willingness to go above and beyond in approach to work.
- Ability to take direction and execute instructions in a willing and positive manner.
- Willingness to work outside of normal business hours (for events).

DESIRABLE CRITERIA

- Tessitura knowledge and experience
- Arts industry knowledge and/or experience.

POSITION DETAIL

DEPARTMENT:	Marketing and Communications
DIRECT REPORT:	Ticketing and Customer Experience Manager
LOCATION:	West Australian Ballet Centre, 134 Whatley Crescent, Maylands Perth Theatres such as His Majesty's Theatre, State Theatre Centre, Quarry Amphitheatre.
CONTRACT:	Fixed Term (6 months)
HOURS:	Full-time position based on 38 hours per week from 8:30am-5:00pm, Monday-Friday with a 1-hour lunch break. Out of hours work for some events.