POSITION DESCRIPTION

Position title	**Ticketing Coordinator**
Employer	Melbourne International Comedy Festival
Reports to	Ticketing Manager
Position reports	Box Office Managers and Casual Box Office Staff
Full time equivalent	12 weeks (11.6 FTE)
Inherent physical requirements	An inherent physical requirements profile for this role is enclosed
Live Performance Award	Production & Support Staff – Level 7
Contract duration	01 Feb – 21 Feb 2027: 0.6 FTE 22 Feb – 21 Mar 2027: 1.0 FTE 22 Mar – 18 Apr 2027: 1.2 FTE 19 Apr – 25 Apr 2027: 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 supporting the day-to-day operation and management of the Melbourne International Comedy Festival's ticketing system and box office. They also provide direct supervision, guidance and support to the Festival's casual Box Office Staff, working collaboratively with the Box Office Managers. The Ticketing Coordinator reports to the Ticketing Manager, supported by the Deputy Ticketing Manager and Assistant Ticketing Manager.

The duties of the Ticketing Coordinator apply 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, Trades Hall, The Victoria Hotel, The Westin Melbourne and other locations as required.

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

Key relationships

Internal

- Ticket Management team
- Box Office Managers
- Casual Box Office Staff
- Venues Manager and Front of House team
- Finance and Administration team

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 Ticket Management 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:
    - Editing and maintaining events within the ticketing system and ensuring they are available through online, call centre and box office channels.
    - Creating and monitoring promotions and special offers.
    - Processing complimentary, sponsorship and media ticket lists in line with appropriate approval procedures.
- Contribute to efficient workflow by proactively undertaking ad-hoc operational tasks, including adjusting ticket holds, setting up report schedules, and answering producer queries.
- Monitor the ticketing inbox to ensure event changes and cancellations are actioned promptly and customers are notified.
- Assist in ensuring all information in the ticketing system is accurate and up to date, including show information, hold allocations, and promotional offers.
- Work across a seven-day roster during the Festival period, with shifts rotated between 10am and 12am, and occasionally work alone as the Ticketing Duty Manager.

Box Offices and Staffing:

- Supervise and support casual Box Office Staff, to ensure the smooth delivery of box office and customer service to the public.
- Support the Ticket Management team in providing ticketing training for the Festival's Box Office and Call Centre team.
- Communicate with staff remotely through appropriate channels about any changes or anomalies during their shift.
- Assist with preparing work schedules and reference materials for Box Office Staff.
- Support the Box Office Managers to oversee the daily running of the Box Office & Info Booth, provide technical support and act as a point of liaison.
- Assist the Venues Manager with ticket scanner setup and provide troubleshooting support to Front of House staff.
- Monitor the customer service inbox, ensuring all enquiries are responded to in a timely manner and requests are processed in accordance with 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 supporting Call Centre staff to follow best-practice 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 CEO/Festival Director.
- Handle all customer information, including personal and payment details, securely and in accordance with Festival policies and procedures.
- Prior to completion of the 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 the Ticketing Manager.

Selection criteria for the position

1. Demonstrated experience in events ticketing (Red61 experience preferred).
2. Analytical and problem-solving skills, with the ability to interpret information and resolve issues.
3. Demonstrated experience in staff supervision or management and the ability to communicate clearly and effectively.
4. Strong numeracy skills and attention to detail.
5. Highly developed organisational skills, with the ability to manage competing priorities under pressure.
6. Proficient computer skills, including experience with Microsoft Office Suite (Word, Excel, Teams and Outlook).
7. Excellent customer service and interpersonal skills, with the ability to communicate sensitively and professionally with artists and producers.
8. Demonstrated understanding of the importance of customer data privacy, confidentiality and secure handling of payment information.

Personal attributes and desired experience

- Practical judgement and common sense.
- Excellent personal presentation and a proven high standard of oral and written communication skills.
- Demonstrated experience with program management systems (Airtable preferred).
- Discretion, confidence, tact and impartiality.
- Ability to work efficiently and calmly under pressure in a busy environment.
- Ability to deal with a variety of stakeholders.
- Adaptability in shifting priorities between tasks based on 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, 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