

TE AHUREI TOI O TĀMAKI | AUCKLAND ARTS FESTIVAL

POSITION DESCRIPTION

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| Position: | Ticketing Assistant / Kaiāwhina Tikiti |
| Reporting to: | Ticketing Manager (and in their absence, the Head of Marketing & Communications) |

Summary

The Ticketing Assistant / Kaiāwhina Tikiti will be the key support role for the Ticketing Manager for Te Ahurei Toi o Tāmaki / Auckland Arts Festival (AAF) 2022. The focus of this role will be to provide exceptional customer ticketing services to patrons, stakeholders and groups as well as being part of the team providing front of house services at selected shows. We need you to be an excellent and friendly communicator and to have the ability to work well in a team while under pressure in a busy festival environment. Experience with ticketing software and maintaining financial spreadsheet reports is essential.

Term

This is a fixed-term position with 30 hours a week from the agreed start date in late January 2022 to 20 February 2022, moving to full-time (40 hours a week) from 21 February 2022 through to 1 April 2022. Normal hours of work are 30 - 40 hours per week, between the hours of 8am to 6pm, Monday to Friday. Extra hours, including evenings and weekends, will be required immediately prior to and during the festival.

Required Skills and Experiences

- Experience in the ticketing industry
- High-level computer literacy (Word, Excel, Outlook, ticketing systems)
- Excellent interpersonal, written and oral communication skills
- High level of accuracy and attention to detail.

Key Relationships

- Ticketing Manager
- Head of Marketing and Communications
- Marketing & Communications Team (including, but not limited to: Senior Designer & Brand Manager, Publicist, Digital Marketing & Content Manager, Marketing & Communications Coordinator, Marketing Assistants and Marketing Volunteers)
- Chief Executive
- Partnerships Manager
- Head of Programming, and subsequent programming team
- Head of Technical & Production, and subsequent technical and production team
- Venues and ticketing agencies

Primary Areas of Focus

- To assist the Ticketing Manager with processing Auckland Arts Festival 2022 ticketing requirements
- To work with the external ticketing agents if required to ensure excellent customer service standards are achieved
- To provide ticketing services for performances at non-contracted venues, if required
- To provide a high level of customer service to all Auckland Arts Festival 2022 customers
- To compile ticket sales reports as required
- To assist the Ticketing Manager and the Management team with ticketing and front-of-house duties at venues for festival performances during the Festival at weekends and evenings
- To assist with the Festival's direct and corporate sales as required
- To maintain accurate records and files including excel spreadsheets and customer records
- To assist the Ticketing Manager and the Management team with any other duties as required
- Any tickets issued (including to Board, staff members) must be authorized by the Chief Executive.

Please email CV and cover letter to hr@aaf.co.nz by 10am Tuesday, 11 January 2022. Interviews will be held and decisions will be made within the same week for an end of January start date. The successful applicant will need to be based in Auckland.

Please note, AAF has adopted a policy requiring all staff to be fully vaccinated against COVID-19 and as such will only accept applications from those with a valid My Vaccine Pass.