

SYDNEY FILM FESTIVAL

POSITION DESCRIPTION

EXPRESSION OF INTEREST CALLOUT – TICKETING COORDINATORS

Roles Available	Ticketing Events Coordinator VIP & Patron Ticketing Coordinator Box Office & Access Coordinator
Reporting to	CRM & Ticketing Manager
Contract Dates	15 April – 19 June 2026
Hours of Work	Full time position, with an understanding that Festival work may require some out of hours work which is considered for in the remuneration. <u>April – May:</u> Monday - Friday between 9am & 6:30pm, with varying start times. <u>June</u> (Festival period): These roles will work on a roster between 9am & 10pm to ensure service coverage. Weekend work including public holidays will be required during the Festival period, and will be remunerated on a pro rata basis per day.
Remuneration	\$60,000 (pro-rata) + 10.5% Superannuation contribution

The Sydney Film Festival (SFF) is one of the longest running events of its kind in the world.

The annual June Festival brings the best new films from Australia and around the world to audiences in Sydney. As well as 250+ features, shorts, retros, and documentaries from over 50 countries across 350+ sessions at around eight Sydney-wide venues across 12 days. The Festival is celebrating its 73rd Festival in 2026 between 3 – 14 June.

The SFF Ticketing Team provide backend support and frontline service for all customers, partners and stakeholders. They deliver excellent customer service, event updates, feedback & complaint resolution via phone, email and on site. They also ensure ticketing systems are in place to ensure a smooth transaction in contactless online transactions. We are looking for confident Ticketing Professionals with a passion for collaboration, strong time management, and people first attitudes, to help us deliver another amazing Festival.

OVERVIEW OF THE POSITIONS

Ticketing Events Coordinator

The Ticketing Events Coordinator works closely with the Ticketing System Administrator to help ensure all web ticketing, box office and phone sales are running smoothly throughout the festival. The Ticketing Coordinator provides support to the ticketing team as required, including builds and administration of ticketed events, and oversees the issuing of VIP tickets for Opening & Closing Night Galas-

The Key Tasks & Responsibilities of the Ticketing Coordinator are:

- Provide a superior standard of customer service at all times.
- Excellent time management skills
- Microsoft Excel skills are highly preferred.
- Have a confident understanding of SFF internal holds & complimentary ticketing policies.
- Assist with Ticketing System Administrator with Ferve Ticketing Updates
- Have a confident understanding of SFF internal holds & complimentary ticketing policies.
- Daily review & reporting of holds across all sessions to ensure availability of tickets for sale.
- Administration of daily rush tickets.
- Assist in the build and testing of SFF events, pricing & sessions.
- Oversee the Ticketing Administration for Opening & Closing Night Galas.

VIP & Guest Ticketing Coordinator

The VIP & Patron Ticketing Coordinator is responsible for the allocation of guest, sponsor and VIP complimentary & paid tickets of the Sydney Film Festival. They also provide our concierge service for Patron donors to SFF. This includes providing superior customer service while working with multiple departments to ensure the VIP administration ticketing experience runs smoothly across all festival venues

The Key Tasks & Responsibilities of the VIP & Guest Ticketing Coordinator are:

- Build exceptional relationships with VIP & Patrons.
- Confidence to work with multiple SFF departments and external stakeholders through clear communication.
- Provide a superior standard of customer service at all times to service ticketing requests for Festival Guests, Donors and VIPs.
- Have a confident understanding of SFF internal holds & complimentary ticketing policies, as they pertain to guest/patron/partner ticket requirements.
- Liaise with internal staff of complimentary tickets issued during the festival to VIPs, Guests and Partners
- Assist the ticketing team with the testing of ticketing systems
- Strong independent ability to manage workload to ensure all tickets are issued correctly & promptly.

Box Office and Access Coordinator

The Box Office and Access Coordinator is responsible for overseeing the smooth operation of ticketing systems and casual box office staff at the Festival. Key responsibilities include ensuring that superior customer service occurs, together with facilitating the sale of subscription, Flexipass and single tickets over all festival venues. Please note that this position is expected to be available to work every day during the festival. Time in Lieu & salary will reflect this.

The key tasks and responsibilities of the role are:

- Oversee Box Office staff, including training, rostering & supervising.
- Provide a superior standard of customer service at all times.
- Have a confident understanding of SFFs ticketing policies and procedures to support both Box Office Casuals.
- Managing exchanges and refunds as required in alignment with SFF Ticketing policies
- Be the first point of call for any escalation that customers may have.
- Liaising with the CRM & Ticketing Manager to ensure on-going maintenance of the customer database as it relates to the ticket sales data information.
- Being the primary contact for access bookings at the Festival.

KEY SELECTION CRITERIA

Essential

- Ticket sales experience.
- Customer service experience.
- Previous experience within a major event or festival with a wide range of ticketing & booking options such as subscriptions, multi-ticket purchases and exchanges.
- Computer and administration skills including Microsoft Word & Excel programs.
- Proven ability to work in a high-pressured environment with competing priorities, stakeholders & deadlines.
- Exceptional attention to detail, with excellent written and verbal communication skills
- Proven experience in a customer service focused role and past experience working with 'VIP's' an advantage.

Desirable

- Experience with the Ferve Ticketing system.
- Experience with accessibility.
- An interest in film & the film industry.
- Ticketing Administration experience preferred.

CORE COMPETENCIES

- Team Focus: Is committed and skilled at working with and assisting others to achieve positive outcomes.
- Flexible: Demonstrates a willingness to take on new challenges roles and responsibilities and adapt positively to changing working conditions and priorities.
- Self Starting: Highly motivated to achieve, shows initiative and acts proactively to deliver excellent results without directive supervision.
- Interpersonal: Skilled at building rapport, understanding others needs and developing effective working relationships.

To apply for these positions, please complete the [Ticketing Coordinator Application Form](#) and upload your CV and cover letter addressing the key selection criteria by 28 February 2026. Interviews will commence shortly after the application close date.

Application Form can also be found via our website here - <https://www.sff.org.au/about/our-organisation/jobs/>