



TICKETING & CUSTOMER SERVICES MANAGER POSITION DESCRIPTION

Position Details

Title: Ticketing & Customer Services Manager

Employment Conditions:

Part-time, fixed-term parental leave cover position at 0.8 FTE, with hours averaged across the contract period to reflect the seasonal nature of Festival delivery. The position will commence 23 February 2027 and includes approximately one month of full-time handover with the current position holder. Hours will vary considerably across the contract, with fewer working days during quieter planning periods and increased hours as Festival activity builds. Reduced hours during quieter periods will balance the increased hours during peak periods, with hours averaged across the full contract period at 0.8 FTE. These working arrangements are intended to be supported by an Individual Flexibility Arrangement, to be mutually agreed with the successful applicant following commencement.

Remuneration:

\$65,600–\$70,400 per annum plus superannuation, pro rata at 0.8 FTE and dependent on skills and experience. Full-time equivalent: \$82,000–\$88,000 per annum.

Contract Term:

Approximately 9 months, commencing 23 February 2027, comprising approximately one month of handover followed by eight months of parental leave cover. There may be an opportunity to extend the contract depending on the return to work arrangements of the substantive position holder.

Location:

Salamanca Arts Centre, with hybrid and flexible working arrangements available.

Organisational Relationships

Reports to:

Chief Executive Officer

Works closely with:

Chief Executive, Artistic Director, Marketing Manager, Festival team, contractors and volunteers.

External relationships:

Venue partners, ticketing providers, audience members, participants, artists, contractors, suppliers, event stakeholders and service providers.



Festival of Voices – About us

Festival of Voices is Tasmania's original marquee winter event and Australia's premier celebration of singing. Founded in 2005 to celebrate community and encourage people to sing, the festival remains true to this mission today, welcoming all voices, from curious beginners to seasoned professionals.

2025 marked our 20th anniversary, a significant milestone that celebrates two decades of connection, creativity, and song. Held annually on palawa and pakana land in lutruwita/Tasmania, the festival features a vibrant blend of contemporary and participatory programming, choral performances, workshops, and massed singing events. We now welcome audiences of over 40,000 people.

The reach and reputation of Festival of Voices has grown far and wide. The 'father of modern a cappella' Deke Sharon (USA), describes Festival of Voices as "pretty much the perfect vocal festival...and wishes that such a festival existed in every city and town every year."

Renowned German based composer and conductor Gordon Hamilton, regards Festival of Voices as "a national treasure."

Guided by our values of inclusivity, accountability, collaboration, inspiration and stewardship, Festival of Voices is a not-for-profit incorporated association managed by an experienced creative team.

Role Description

This position has been created to provide handover and parental leave cover for Festival of Voices' Ticketing & Customer Services Manager. The role is primarily responsible for managing the Festival's ticketing systems, customer service operations and box office delivery, while supporting broader organisational administration where required.

The Ticketing & Customer Services Manager is responsible for leading all ticketing and customer service operations for Festival of Voices.

As the Festival's primary administrator of the Red61 ticketing system, you will lead all ticketing system administration, event setup, ticket sales reporting, customer communications and box office operations across the Festival program.

You will ensure audiences, participants, artists and stakeholders receive an efficient, accessible and welcoming booking experience from first enquiry through to event attendance.

Working closely with the Chief Executive, Artistic Director, Marketing Manager, producers and venue partners, you will play a critical role in maximising ticket sales, maintaining accurate ticketing systems and supporting successful festival delivery.

In addition to ticketing responsibilities, the role provides general administrative and organisational support to assist the smooth operation of Festival of Voices throughout the parental leave period.

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Key responsibilities:

Ticketing Operations

- Serve as the primary administrator of the Red61 ticketing system.
- Set up and maintain ticketed events, workshops, membership programs and festival activities.
- Configure ticket pricing, discount structures, promotional offers, packages and subscription products.
- Manage ticket inventory, venue allocations, seating plans and venue configurations.
- Coordinate event onsales and ensure all ticketing information is accurate and up to date.
- Monitor ticket sales performance and provide insights to support decision-making.
- Manage ticket exchanges, refunds and booking amendments in line with organisational policies.
- Coordinate donor, sponsor, artist, guest and complimentary ticket allocations.
- Ensure accuracy and integrity of ticketing data across systems.
- Identify and implement opportunities to improve ticketing processes and customer experience.

Customer Service

- Deliver exceptional customer service via phone, email and in-person enquiries.
- Respond to audience, participant and stakeholder enquiries in a professional, timely and friendly manner.
- Resolve customer concerns and ticketing issues efficiently and effectively.
- Support patrons with accessibility enquiries and special booking requirements.
- Provide accurate information regarding events, venues, schedules and Festival activities.
- Contribute to a welcoming, inclusive and accessible Festival experience.
- Assist in developing customer communication templates and ticketing information resources.

Reporting, Analysis & Reconciliation

- Produce regular ticket sales reports, attendance reports and revenue updates.
- Monitor sales trends and provide forecasting information to management.
- Prepare ticketing reports for producers, venue partners, artists and stakeholders.
- Coordinate ticketing reconciliations and post-event financial reporting.
- Maintain accurate attendance, visitation and audience data.
- Provide ticketing and audience information for grant applications, acquittals and organisational reporting.
- Support post-festival evaluation, audience analysis and business improvement initiatives.
- Ensure accurate record keeping and compliance with organisational reporting requirements.

Festival Delivery & Box Office Operations

- Coordinate Festival box office operations across multiple venues.
- Develop ticketing procedures and workflows to support Festival delivery.
- Recruit, train and support festival ticketing staff and volunteers as required.

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- Act as the primary contact for all ticketing matters during Festival operations.
- Work closely with venue partners, producers and front-of-house teams to ensure smooth audience experiences.
- Manage ticketing troubleshooting and issue resolution during Festival delivery.
- Oversee merchandise sales processes where applicable.
- Ensure accurate and timely communication of ticketing updates to internal and external stakeholders.

Stakeholder Liaison

- Build positive and productive relationships with venue partners, artists, producers and stakeholders.
- Collaborate closely with the Marketing Manager to ensure ticketing information is accurately reflected across all marketing channels.
- Support audience development, customer retention and loyalty initiatives.
- Coordinate sponsor, donor, partner and guest ticketing requirements.
- Contribute to cross-departmental planning and operational meetings.

Organisational Support

- Provide general office administration support as required.
- Maintain organisational records, databases and filing systems.
- Assist with internal administrative processes and organisational documentation.
- Support procurement, supplier coordination and general operational requirements.
- Provide administrative assistance to other staff members as required.
- Contribute to maintaining efficient systems and processes across the organisation.

Selection Criteria

Essential

- Demonstrated experience administering ticketing, booking, CRM or event management systems, preferably Red61.
- Experience managing ticketing operations within festivals, venues, performing arts organisations, live events or similar environments.
- Strong customer service experience and a commitment to delivering high-quality audience experiences.
- High level proficiency in Microsoft 365 and digital business systems.
- Excellent organisational skills and exceptional attention to detail.
- Demonstrated experience preparing accurate, detailed reports and reconciliations and working confidently with complex data.
- Strong problem-solving skills and the ability to manage competing priorities.
- Excellent written and verbal communication skills.
- Ability to work independently while contributing positively to a small team environment.



Desirable

- Experience coordinating box office operations.
- Experience supervising staff and/or volunteers.
- Experience working within arts, cultural or community organisations.
- Understanding of accessibility and inclusive customer service practices.
- An interest in the arts, live performance and community engagement.

Personal Attributes

We are seeking someone who:

- Enjoys working with systems, data and detailed processes.
- Takes pride in providing excellent customer service.
- Is proactive, adaptable and solutions-focused.
- Communicates confidently and professionally with a wide range of people.
- Maintains a calm and positive approach during busy operational periods.
- Works collaboratively and contributes positively to team culture.
- Enjoys helping create memorable experiences for audiences and participants.

Why Work With Us?

Festival of Voices is a passionate and collaborative organisation that believes in the power of singing to connect communities and transform lives.

This role offers a unique opportunity to play a central part in delivering one of Tasmania's most loved arts festivals. You will work closely with artists, audiences, venues, partners and communities across Tasmania while helping deliver exceptional experiences that bring people together through song.

Joining Festival of Voices means becoming part of a small but dedicated team that values creativity, collaboration, inclusion and community impact.

Employer of Choice

Festival of Voices is proud to be formally recognised through the Tasmanian Government's Employer of Choice Program, acknowledging our commitment to building a supportive, well managed and inclusive workplace. This recognition reflects our dedication to valuing our people, investing in their wellbeing and development, and creating a positive culture where creativity, collaboration and respect thrive.

Employee Assistance Program

Festival of Voices provides staff with access to a confidential Employee Assistance Program (EAP), offering professional support for personal and work related wellbeing.



WHS, Equal Opportunity, Discrimination and Harassment

The Festival of Voices team is committed to high standards of performance in relation to Workplace Health and Safety and the provision of Equal Employment Opportunity. All employees and contractors are expected to participate in maintaining safe working conditions and practices, as well as promoting and upholding the principle of fair and equitable access to employment/promotion, personal and professional development and training and the elimination of workplace harassment and discrimination.

The festival proudly holds current Rainbow Tasmania Accreditation and does not tolerate any form of harassment or discrimination. All staff members are required to comply with company policies and procedures and continue the positive, inclusive working culture that has been achieved.

Working Hours and Flexibility

Subject to employee contract. Due to the seasonal nature of the Festival, working hours are distributed unevenly across the contract period. The position requires flexibility to work increased hours, including evenings and weekends where required, during peak Festival delivery periods.

The seasonal working arrangements for this position will be supported by an Individual Flexibility Arrangement (IFA), to be mutually agreed with the successful applicant in accordance with the applicable industrial instrument. The IFA will set out agreed arrangements relating to the distribution of working hours across the Festival cycle.

APPLICATIONS

Please email applications to the attention of Nadine Rowell, Chief Executive, at nadine@festivalofvoices.com, using "Ticketing & Customer Services Manager – [your name]" as the subject line.

Please include:

- A cover letter that includes your response to the Selection Criteria in no more than two pages
- Your resume
- Two professional reference contacts – name, position, email and mobile contact details to be included

Closing date for applications is 27 November 2026.