

# RISING :

TICKETING AND MERCHANDISE ASSISTANT

POSITION DESCRIPTION, JANUARY 2024

ROLE :	TICKETING AND MERCHANDISE ASSISTANT (MULTIPLE ROLES)
TEAM :	BRAND AND COMMERCIAL
TERM :	CASUAL CONTRACT UNTIL 23 JUNE 2024
REPORTING TO :	HEAD OF TICKETING AND CUSTOMER EXPERIENCE
SALARY :	\$33.00 P/HOUR + SUPERANNUATION

## RISING

RISING is a festival that you do, in a city that does it best: music, food, art and culture under moonlight in the heart of Naarm (Melbourne, Australia). A major cultural event for the Asia Pacific Region, the festival is created by a diverse team of local, national and international artists and curators. RISING's purpose is to reflect Melbourne's identity and amplify its art and artists. The festival will also be engaged to run additional projects and will provide the required organisational resourcing and support to successfully deliver these projects.

The next RISING is June 2024. View the [2023 RISING program](#).

## THE ROLE

We are building a team of elite ticketing whiz-kids and merch sellers to work on the 2024 Festival.

Working closely with the Ticketing Operations Coordinator and the Ticketing Supervisors, the team is responsible for providing front-line support to our customers. As a result, we're on the look-out for people who love interacting with the public and who understand the impact a positive experience can have on audiences.

To be successful in the role, you'll understand the basics of ticketing in a festival environment, and while you might not have experience using Tessitura, you have either sold tickets before or you've worked on other elements of festival delivery and you're looking to add ticketing to your toolkit.

You realise that we're living in weird times, so you approach customer interactions with both empathy and pragmatism. You understand that there's more to customer service than just 'sell sell sell' and have experience with providing tech support, advice and the occasional friendly ear.

You're comfortable going with the flow and understand that no two days are alike when working on a major event. The ticketing and customer experience team are also responsible for selling merchandise and will work across a variety of locations so stock counting and replenishment will also be important.

RISING provides support to customers via a variety of channels, both virtually and IRL. As such, you'll need to be comfortable speaking on the phone and confident in your written communication skills as well as being reliably punctual and willing to make small talk with strangers. Ideally, you're also social media savvy and can assist the wider Brand and Commercial team with community management throughout the festival.

It's also important to know that ticketing, customer service and festivals don't always operate in a 9–5 environment, and your availability and flexibility should reflect this.

## DAY-TO-DAY, YOU WILL :

- Process ticket sales and facilitate exchanges
- Respond to customer service enquiries by phone, email, social media, and other platforms
- Provide ticketing support and troubleshooting to guests attending RISING events

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- Process merchandise sales, count stock and coordinate replenishment
- Respond to general enquires about the RISING program, its services, and facilities
- Facilitate complex customer service processes, such as access bookings, group bookings and school enquiries
- Provide social media community management assistance to the Brand and Content team
- Assist with responding to and logging customer feedback
- Maintain and ensure the accuracy and consistency of customer data in accordance with RISING policy
- Provide additional administrative support to the Ticketing Leadership team as required

### SKILLS AND EXPERIENCE YOU'LL NEED:

- Experience selling tickets using an established ticketing system
- A basic understanding of box office operational practices
- Experience handling a variety of payment methods
- Clear and concise communication skills (written and verbal) with a focus on great customer experiences
- Willingness and flexibility to work weekdays, weekends and evening hours, as required
- Lateral thinking and creative problem solving
- High level of computer literacy including proficiency in the MS Office suite

### BONUS POINTS FOR:

- Experience using Tessitura.
- Experience working in a festival environment.
- Retail and/or stock management experience

### DATES & AVAILABILITY

Mid-March—June: We will be operating 6 days a week (with a variety of operating hours)

Availability during June is essential. We ask for 2-3 days of good availability per week (weekend availability will be viewed very favourably)

### LOCATION

The position operates at various locations and venues across Melbourne/Naarm with our main command centre based at Level 2, 377 Lonsdale Street, Melbourne.

### ACCESS

RISING is a festival aspiring to be a cultural leader in inclusion and accessibility. We want our organisation and program to be a true reflection of our city representing people with a variety of skillsets and life experiences, cultures and backgrounds. We encourage applications from First Nations people, those who are from culturally and linguistically diverse backgrounds, people who are LGBTQIA+, Neurodivergent people, people who have a disability and/or who are d/Deaf.

If you have access requirements that will cause difficulty applying online and you need assistance, please call 03 9622 4242, Monday to Friday, between 9AM—5PM. We are only able to respond to accessibility enquiries at this number. For all other queries please email [jobs@rising.melbourne](mailto:jobs@rising.melbourne).