

# RISING :

TICKETING COORDINATOR  
POSITION DESCRIPTION, NOVEMBER 2024

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|----------------|---|
| ROLE :         | TICKETING COORDINATOR                         |
| TEAM :         | BRAND AND COMMERCIAL                          |
| TERM :         | FULL TIME, FIXED TERM 20 JAN 2025–27 JUN 2025 |
| REPORTING TO : | HEAD OF TICKETING AND CUSTOMER EXPERIENCE     |

## RISING

RISING a festival new art, music and performance 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.

RISING will return in 2025. [View the 2024 RISING program.](#)

## THE ROLE

The Ticketing Coordinator is responsible for the ticketing systems and administrative processes for the 2025 festival. This is a role suited to a detail-oriented, proactive communicator, with a strong Tessitura background, who prides themselves on their exceptional organisation and relationship management skills.

Reporting to the Head of Ticketing and Customer Experience, you'll form an integral part of the festival's Ticketing leadership team and be the central point of contact for the festivals VIP and complimentary ticketing. You'll work hand in glove with venues and partners to facilitate, inventory management and shared allocations as well as the provision of special offers and event maintenance. Working closely with other departments across RISING, you'll ensure all ticketing needs for festival artists, staff, partners and other VIPs are met in a timely manner.

You're an expert multi-tasker with years of ticketing experience to share. You understand the intricacies and nuance of communicating with a variety of stakeholders. You're process-driven; you're comfortable following processes as well as building and explaining them to others. You see problems before they arise and provide clear-cut solutions in the face of rapid change. As a key contact for stakeholders, you exude an aura that is welcoming and helpful. You understand and thrive on the pace of a festival environment, adapting to unforeseen challenges and last-minute changes—and you have that 'extra-mile' mentality that keeps systems and processes in tip-top shape.

## DAY-TO-DAY, YOU WILL :

### JANUARY–MARCH

- Support the Head of Ticketing and Customer Experience with event checks and builds
- Capture hold requirements for all events in line with individual departmental requirements and contractual obligations
- Manage internal enquiries about artist staff and stakeholder ticketing
- Work with the Partnerships team to plan for partner contracted ticketing requirements, such as suggesting appropriate events and allocating ticket numbers
- Be the point of contact for resale partner, Tixel (event page builds and waitlist links)
- Support the Head of Ticketing and Customer experience in the development and migration of internal ticketing processes to Airtable
- Refine and communicate the process to request and provide complimentary tickets
- Build and check special offers, upsells and redirects

### APRIL–MAY

- Support the Head of Ticketing and Customer Experience with ticketing inventory management between RISING and venue partners
- Support the Partnerships team by issuing contracted tickets for key partners and stakeholders
- Work with the Partnerships team to coordinate ticketing and allocations for opening nights
- Work with the Leadership team to provide ticketing solutions for Board Members, VIPs and Government Stakeholders
- Coordinate the process of managing the VIP ticketing inbox with the assistance of the Customer Experience Coordinator

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- Coordinate the processing of complimentary tickets for staff and artists
- Work with RISING's PR agency to allocate tickets to the media

### IN-FESTIVAL (JUNE)

- Coordinate and deliver ticketing inventory mark-back schedule with venues
- In collaboration with the Ticketing Leadership team, attend opening nights (where required) to coordinate ticket collection and provide frontline service for stakeholders
- Facilitate last minute bookings and amendments to bookings for stakeholders and VIPs
- Collaborate with producers and venues to establish guestlist entitlements and processes
- Support the Data and Insights specialist in the provision of reporting on event attendance and complimentary ticket tracking

### SKILLS YOU'LL NEED :

- Proficiency in the use of Tessitura CRM platform (specifically regarding inventory movement and allocations, holds, offers and reporting)
- Experience using Airtable or other relational database platform.
- Experience working within a festival environment and an understanding of the role of ticketing systems play within festival operations.
- Experience working on multiple and competing projects at one time
- Experience working collaboratively to achieve set deadlines
- Ability to create collaborative working relationships at all levels and with external partners and stakeholders
- Ability to multi-task and adapt to rapid change while staying cool, calm and collected
- Willingness and flexibility to work extended hours as required (this will include evenings and weekends, particularly during the festival period)

### LOCATION

RISING supports flexible working arrangements for staff and a hybrid office/WFH model is currently in place.

The RISING office is situated at Level 2, 377 Lonsdale Street, Melbourne 3000. As part of our flexible working arrangements, there is an expectation that staff will be available for office-based and on-site work as required by their role.

RISING's usual business hours are between 9am and 5pm from Monday to Friday. However, you may be required to work outside these hours in order to meet the demands of the annual festival operational cycle and the responsibilities of your position

### 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+, 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 9662 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).