

# Job Description

## TICKETING ASSISTANT

### Title and Reporting Relationship

<b>Position title</b>	Ticketing Assistant
<b>Reports to</b>	Ticketing & Sales Manager
<b>Date of update</b>	February 2025
<b>Date for review</b>	February 2026

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### Purpose of Role

Working within the Ticketing team as part of the Auckland Philharmonia Marketing department and under the direction of the Ticketing & Sales Manager, the Ticketing Assistant position predominantly focuses on the following areas:

1. Day-to-day coordination and processing of public-facing ticket sales, online, telephone and in person.
2. Primary contact point and ambassador for the Auckland Philharmonia, maintaining positive relationships with the public and in particular with subscribers and ticket buyers.
3. Maintenance of the Auckland Phil Ticketing and CRM database for the company.
4. Regular front of house duties for Auckland Philharmonia concerts.

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### Role Dimensions

<b>Full time</b>	30 hours per week
<b>Number of direct reports</b>	N/A
<b>Number of indirect reports</b>	N/A
<b>Budget accountability</b>	N/A

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### Technical Specifications

<b>Location:</b>	Auckland
<b>Team:</b>	Marketing
<b>Working relationships:</b>	Senior Management & Administration Staff External agencies & venue management Auckland Philharmonia Players Subscribers, ticket buyers & donors

**Terms and conditions of employment:** Refer individual employment agreement

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### Position accountabilities/Key Functions

#### TICKETING DUTIES

Under the supervision of Auckland Philharmonia Ticketing & Sales Manager the role encompasses accurate completion of all ticketing procedures, including, but not limited to:

1. Primary contact point with customers, responding to queries, initiating sales, building customer relationships and taking bookings.
2. Completion of sales and financial transactions.
3. Sorting in-bound and out-bound mail, including printing and postage of tickets.
4. Amending original bookings as needed, eg processing additions to exchanges within, the original booking.
5. Resolving customer queries and problems received by phone, email and mail.
6. Running and distribution of Weekly Sales Reports, if required.
7. Proactive sales via Telemarketing, as required.

## **FRONT OF HOUSE/BOX OFFICE**

1. Assist with Box Office duties on concert nights and occasional weekends as required, at various venues around Auckland.
2. Assist with weekly concert preparation ahead of Auckland Philharmonia performances and events.

## **DATABASE/CRM (TESSITURA)**

Support the Marketing and Ticketing Teams by accurately maintaining the Auckland Philharmonia patron database (Tessitura) including:

1. Entry of external data into the Auckland Philharmonia database.
2. Importing Ticketmaster data into Tessitura with the applicable template, and troubleshooting as required
3. Keep up to date with changing procedures in line with system and database updates.
4. Creating lists for customer communications eg EDM
5. Checking of performance setup / pricing for new Season with master spreadsheet
6. Creating Phil GO promocodes.
7. Other duties, as required.

## **CUSTOMER SERVICE**

1. Day to day customer liaison, ensuring a high level of customer service
2. Creating concert reminders and information, as required.
3. Act as a primary point of contact for ticketing and customer service issues.
4. Creating and processing Post-Concert Surveys & further analysis, as required.
5. Supporting Marketing-adjacent tasks including event listings for concerts and events.
6. Execute and/or Implement ticketing and membership initiatives both current and new as needed.

## **GENERAL**

1. Maintain good working relationships with Auckland Philharmonia staff and players.
  2. Provide support and assist the Auckland Philharmonia Marketing team in all aspects of the role.
  3. Promote and support the Auckland Philharmonia in all its activities, acting as a professional and committed employee who is always an ambassador for the orchestra.
  4. Attend staff and company meetings and other activities as required to contribute to the cohesion and cooperative effort of the Auckland Philharmonia as an organisation.
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## **SKILLS, QUALIFICATIONS & EXPERIENCE**

- Administrative and organisational skills
- Self-starter and able to work unsupervised
- Excellent spoken and written communication skills
- Attention to detail and a high level of accuracy
- Confident and pleasant telephone manner
- Ability and flexibility to work outside regular hours
- Ticketing and venue experience are desirable, but not essential
- Experience with Tessitura CRM would be an advantage, but full training will be provided.

## **PERSON SPECIFICATION**

Our ideal candidate:

- Proactive
- Friendly
- Work well under pressure
- Honest and trustworthy
- Works well in a small team
- Must have a current NZ driving license
- Interest and appreciation of the performing arts and/or orchestral music, or a willingness to learn, would be an advantage