

Sydney Writers' Festival

Role title: Customer Service Representative

Sydney Writers' Festival encourages applications from all backgrounds, communities, and industries, and are committed to having a team that is made up of diverse skills, experiences and abilities.

About Sydney Writers' Festival

Sydney Writers' Festival is one of the world's leading and most beloved literary institutions. It is a place for readers, writers and thinkers to share ideas, tell stories and celebrate literature.

Since our first Festival in 1997, we have brought thousands of diverse writers and thinkers from Australia and around the globe together in Sydney. In the company of the world's best novelists, poets, journalists, public intellectuals, economists, politicians, podcasters and scientists, we've discussed some of the most pressing issues of our times. We've celebrated prize-winning authors, long-awaited novels from writers at the height of their careers and introduced debut authors to eager and enthusiastic new audiences.

Readers and writers have exchanged thoughts and opinions, perspectives and philosophies, creating a powerful community based on radical dialogue and respectful debate. The drumbeat of questioning that thrums underneath the Festival is powerful and enlivens Australia's democratic tradition.

About this role

The main purpose of this role is to provide box office support to Sydney Writers' Festival audience members and patrons from the presale period through to the conclusion of the Festival.

You are responsible for maintaining an efficient, effective and professional ticketing service to both internal and external customers and assist the Ticketing Supervisor as required. Customer Service Representatives work across the Box Office and Call Centre during the Festival Week at Carriageworks and at our main office on Hickson Road from when you commence your role until the Festival Week.

Remuneration

Customer Service Representatives are employed as casual employees of Sydney Writers' Festival.

The current pay rate is \$32.14 per hour (level 2 LPA award rate plus casual loading) paid weekly, plus superannuation of 11.5%. Hours will be tracked via timesheets and paid weekly.

Availability requirements

Availability over the Festival period from 19–25 May 2025 is a must for this position.

There are two phases of recruitment. Please indicate in your application which one you would like to be considered for and any restrictions on availability we should consider.

A total of 10 positions are available.

Phase One Period

24 February–28 May 2025

There are two positions available that cover the entire Festival campaign. Required dates include:

- Training days (24 and 25 February)
- Launch (10–16 March)
- Campaign (2-3 days per week/roughly 15 hours a week from 17 March until the Festival.
- Festival Week (19–25 May)

There are also two positions available that cover Festival launch and May. Required dates include:

- Training days (24 and 25 February)
- Launch (10–16 March)
- May – these positions return in May for further shifts in the weeks leading up to the Festival
- Festival Week (19–25 May)

Shifts will be rostered between 9am and 5pm. Festival Week hours for all roles are TBD (approximately 25 hours). Availability during this week is a must for these positions. Festival Week shifts will be rostered between 8am and 9pm.

Phase Two Period

28 April–25 May 2025

There will be up to 6 positions available. Required dates include:

- Training days (28 and 29 April)
- 5–18 May – average of two shifts per week (approximately 8 hours per week in total)
- Festival Week 19–25 May

Shifts will be rostered between 9am and 5pm. Festival Week hours TBD (approximately 25 hours). Availability during this week is a must for this position. Festival Week shifts will be rostered between 8am and 9pm.

Selection Criteria

- Previous experience of working with the Tessitura ticketing system – highly desirable
- Exceptional interpersonal and communication skills
- Demonstrated skill in delivering and maintaining customer service excellence, including the capacity to resolve issues in a courteous, timely and logical manner
- Previous experience in a box office or similar ticketing environment – desirable
- Proven ability to work autonomously or within a team as required
- Good financial skills including cash management
- Ability to meet availability requirements – flexible for the right candidates
- Must be Australian resident or hold a current, appropriate working visa

Responsibilities

The responsibilities of the role are:

Customer service excellence

- Provide high quality and professional, effective and efficient service during all interactions with customers via phone, email or in person to enhance their experience with the Sydney Writers' Festival.
- Manage a high volume of enquiries from customers whilst still maintaining the professionalism level described above.

Festival booking and order processing

- Process orders and related transactions accurately through the Tessitura system.
- Maintain the Sydney Writers' Festival Box Office email account, ensuring all customers are looked after in a timely manner.

Education program

- Process education orders and related transactions accurately through the Tessitura system.
- Issue invoices and receipts to schools that have booked into the Schools Program.
- Document all correspondence with schools in Tessitura to allow continuity in communication as needed.

Database accuracy and record keeping

- Ensure customer details are recorded accurately in Tessitura to maintain up-to-date and useful information for future interactions.
- Record all required correspondence with customers to allow continuity in communication.
- Follow any procedures outlined to you by management to ensure mistakes do not occur.

Additional duties

- This position may involve other tasks related to your role and Sydney Writers' Festival operations as assigned by management.

How to apply

To apply for this role, please send your resume and a cover letter demonstrating how you meet the selection criteria. Applications should be addressed to Ticketing and Customer Service Manager, Iain Shand and be sent to jobs@swf.org.au.

Candidates are encouraged to send in their applications as soon as possible as interviews are done, and positions will be filled throughout the advertising period. If all the available positions are filled before the close date, the position advertisement will be taken down.

Applications close at 5pm on Tuesday 18 February 2025.

If you have any questions prior to applying, please direct them to jobs@swf.org.au.