

Position Title	CRM & Ticketing Coordinator
Purpose	Work closely with the Head of Customer Experience to plan and implement the delivery of Adelaide Festival 2026
Location/s	Adelaide Festival Office, Adelaide Festival venues including Adelaide Writers' Week
Key Strengths	<ul style="list-style-type: none"> • Ability to multi-task and prioritise tasks in order of importance • Exceptional organisational skills and attention to detail • Ability to work unsupervised and complete complex tasks within a specified timeframe • A collaborative and flexible approach to problem solving and information sharing • Analytical and data-driven • Ability to show initiative and find strategies to solve various complex ticketing scenarios • Proven ability to remain calm under pressure • Positive attitude and excellent interpersonal communication skills
Key Responsibilities (as required)	<ul style="list-style-type: none"> • Provide and lead the customer service team to deliver an exceptionally high level of customer service for audiences attending Adelaide Festival at all points of interaction – from purchasing a ticket through to troubleshooting at the box office • Respond to patron enquiries via email, telephone and in person and be the escalation point for enquiries from the customer service team • Prepare, test and maintain ticket builds, seating plans, discounts, memberships and allocations for Adelaide Festival shows through Tessitura and third party providers • Train and supervise the customer service team so they are proficient in all aspects of the sales process and are kept up to date with all process changes • Assist with and champion all aspects of accessibility for patrons, ensuring constant monitoring of bookings via access channels to ensure patrons have the best experience possible • Generate complex reports for venues, artists and internal departments • Process ticketing requests from internal departments (including media tickets, philanthropy bookings, sponsorship tickets, school bookings, VIP events) • Maintain organisation-wide adoption of Tessitura, ensuring all business units are adequately skilled • Manage Tessitura customisations which impact the e-commerce site, advising on industry best practice • Maintain a helpdesk function to support AF staff and manage requests within acceptable timeframe • Manage all user licenses and system security • Ensure all external ticketing and sales information is imported into Tessitura, adhering to strict deadlines • Oversee and plan for TNEW and Tessitura version upgrades including scheduled downtime, testing, deployment and troubleshooting • Build and manage ticketed digital content initiatives • Ensure all events have Tessitura digital functionalities fulfilled including but not limited to: Print-at-Home tickets, mobile wallets, various HTML templates and customized responses in the purchase path such as add-ons and dynamic content • Manage key reporting requirements, statistics and analytics for AF business units, including the set up and maintenance of analytics dashboards for daily reporting <p><i>These duties and responsibilities may vary according to the ongoing requirements of the position</i></p>
Requirements	<ul style="list-style-type: none"> • Previous experience in operating Tessitura at system administrator level • Familiarity of Adelaide Festival and South Australian venues • Experience in working in arts festivals and familiarity with their complexities • Excellent communication skills and demonstrated ability to communicate with a range of internal and external stakeholders and suppliers • Demonstrated research and analytical mindset with meticulous attention to detail • Demonstrated experience in managing complex projects • Experience with other ticketing platforms (desirable) • Out of hours work is a requirement of this role (October, February & March)
Reports to	Benita Healy – Head of Customer Experience
Length of Appointment	6 months / 26 weeks
Salary	\$85,000 per annum, pro rata plus 12% super
Contract Type	Fixed term