**POSITION DESCRIPTION**

# Ticketing Customer Service Coordinator

**Reports to:** Head of Ticketing Services and Box Office & Customer Service Manager
**Key Relationships:** Customer Service Representatives (part-time and casual), Front of House Manager, Restaurant Manager, Stage Management, Administrative Staff and Ensemble customers.




Photo by Daniel Boud

## About Us

Ensemble Theatre in Kirribilli, Sydney is Australia's longest continuously running professional theatre company. We are a welcoming and inclusive theatre for everyone and give voice to diverse stories by presenting an annual season of exceptional plays by Australian and international playwrights. In recent years, the company has embarked on a period of reflection and significant change to ensure continued artistic development, audience growth, and financial sustainability.

Complementing the annual season are audience experience and education programs which offer opportunities to emerging artists and young people. Ensemble is committed to being an influential and trusted arts leader contributing to national conversations and social change in our local community, NSW and beyond.

## About the Role

The Ticketing Customer Service Coordinator supports the Management Team in the day-to-day operation of the Box Office and Customer Service team. The role is responsible for coordinating workflows, maintaining service standards, supporting team wellbeing, and ensuring the efficient delivery of ticketing and customer service functions.

As the operational lead for the team, the Coordinator provides guidance and support to Customer Service Representatives, acts as the first point of escalation for customer service issues, and works collaboratively across departments to ensure a seamless customer experience.

## Key Responsibilities

- Coordinate daily Box Office operations and customer service workflows.
- Monitor workload distribution and ensure service levels are maintained during all shifts.
- Provide day-to-day leadership, guidance and support to Customer Service Representatives.
- Foster a positive, inclusive and supportive team culture that promotes employee wellbeing.
- Monitor team welfare, identify support needs and escalate concerns where appropriate.
- Assist with onboarding, training and coaching of team members.
- Ensure Box Office procedures, policies and customer service standards are followed consistently.
- Act as the first point of escalation for complex customer enquiries, complaints and service recovery situations.
- Maintain a high level of proficiency in ticketing systems and customer service procedures.
- Support ticket sales, subscriptions, group bookings, exchanges and customer account management.
- Liaise with Front of House, Restaurant, Production and Administration teams to ensure customer needs are met.
- Identify opportunities to improve workflows, efficiencies and customer experience outcomes.
- Assist the Management Team with reporting, operational planning and other duties as required.

## Skills and Attributes

- Demonstrated experience in customer service, ticketing or a similar customer-focused environment.
- Strong organisational skills with the ability to coordinate multiple priorities simultaneously.
- Proven ability to lead, motivate and support a small team.
- Excellent interpersonal, communication and problem-solving skills.
- Strong attention to detail and commitment to accuracy.
- Ability to remain calm, professional and solutions-focused under pressure.
- High level of initiative and sound judgement.
- Commitment to delivering exceptional customer experiences.
- Experience in a theatre, arts, entertainment or venue environment is desirable.
- Knowledge of ticketing systems such as ENTA, Spektrix or similar platforms is desirable.

## Success in this Role

Success in this position will be demonstrated through:

- Consistently high customer service standards.
- Efficient and well-coordinated daily Box Office operations.
- Positive team engagement and wellbeing.
- Effective resolution of customer issues and escalations.
- Strong collaboration across departments.
- Continuous improvement of service delivery and operational processes.

## Hours of Work

Salary: $70,000 + 12% superannuation
This is a permanent, full-time position 38 hours per week, mainly working Monday to Friday with flexibility to occasionally work evenings and weekends as operational requirements dictate.

## Additional Information

For more information concerning the role, please contact Aimee Timmins on 02 8918 3460 or by email aimeet@ensemble.com.au

## How to Apply

Please send a cover letter addressing the selection criteria and your CV, with the subject line **TICKETING CUSTOMER SERVICE COORDINATOR** to Aimee Timmins by email: aimeet@ensemble.com.au

We will review applications on a rolling basis and encourage early applications. **Applications will close on Friday, 13th November 2026 at 5pm**, if a suitable candidate is not found before then.

Ensemble Theatre welcomes applications from Aboriginal and Torres Strait Islander people, people from diverse cultural backgrounds, people with disabilities, refugee status and members of the LGBTQIA+ community.

*Please note: Applicants must be an Australian resident or hold a current, appropriate working visa.