POSITION DESCRIPTON:
WEB & TICKETING COORDINATOR

TERM:	**Full time, two years**
REPORTS TO:	**Database & Ticketing Manager**
DIRECT REPORTS:	**None**
SALARY:	**$65,000 + statutory superannuation**

Who we are

The Wheeler Centre is Melbourne's home for smart and engaging public talks and exists to nurture the development and celebration of literature in Melbourne and beyond, and to encourage broad public engagement in books, writing and ideas.

Our vision is to inspire curiosity, connection, and engagement through the transformative power of storytelling. Stories, conversations, and ideas come together on live and digital platforms to celebrate and amplify the myriad voices that celebrate our creative connections. We will work together to achieve this through:

- Championing writers
- Supporting the writing sector
- Elevating public conversation
- Engaging audiences
- Exemplifying inclusion and accessibility
- Future-proofing our approach

About the role

The Web & Ticketing Coordinator is a new role in the Wheeler Centre's marketing team that would suit someone with experience or interest in box office, ticketing, marketing and data analysis, especially within the arts sector.

Reporting to the Database & Ticketing Manager, the Web & Ticketing Coordinator will support the digital and marketing team in various ways. While the key focus areas are website and ticketing maintenance and updates, this role will also be involved with email communications and customer service outcomes.

The role is based at the Wheeler Centre offices in the Melbourne CBD. Flexible/hybrid work is available, but ideally the incumbent would be able to attend the offices in person at least three days a week. A part-time option (four days a week, or a nine-day fortnight) may be negotiated for the right candidate.

Key selection criteria

1. Prior experience within customer service, ticketing and/or database administration.
2. Experience working with websites, including content management, editing and/or development.
3. Strong written and verbal communication skills, with the ability to communicate with a variety of customer groups.
4. Demonstrated ability to work with a team across multiple, simultaneous projects.
5. Demonstrated ability to follow procedures and standards for data entry, and to work independently within set guidelines.
6. Proven attention to detail, including the ability to review and self-correct.
7. Working knowledge of the Microsoft 365 Suite, including SharePoint, OneDrive and Teams.
8. Desire to learn and the ability to present innovative and creative solutions to challenges

Desirable:

1. Professional experience or working knowledge of Tessitura and WordFly.
2. Experience and/or genuine interest in the Australian arts sector, particularly in literature and/or events.

Tasks and responsibilities

- Support the Database & Ticketing Manager with building and maintaining events, allocating complimentary tickets and generating reports using the Wheeler Centre's CRM software, Tessitura;
- Coordinate day-to-day maintenance and ongoing updates of the website, including liaising with the web development agency in conjunction with the Head of Digital and Marketing;
- Work closely with the programming team and relevant project leaders to collect information to build and update web pages for events or other announcements;
- Work with the wider marketing team to create and send EDMs and event reminder campaigns, including managing relevant mailing list data;
- Provide analytics for website and ticketing using Google Analytics and database software, in conjunction with the Database & Ticketing Manager;
- Liaise with other departments to collate invitation and mailing lists;
- Champion the centre's CRM system, ensuring adherence to data entry standards;
- Support the Venue and Office Coordinators by providing efficient and accurate ticketing and customer service by phone, mail, email and in person to the general public;
- Support the Database & Ticketing Manager to provide high-level customer service and support the centre's venue hirers and partners with their ticketing requirements;
- Champion and coordinate the Centre's Community Ticket Program with support from the Database & Ticketing Manager.
- Assist with box office and reception cover duties as required or rostered;
- Assist with customer service monitoring on social media as required or rostered.
- Support the Marketing team in all areas of their business, including database & CRM, ticketing, website and digital marketing campaigns.

Enquiries

Further information about the Wheeler Centre is available at wheelercentre.com.

Confidential enquiries about this role can be made to Daniel Coghlan, Head of Digital and Marketing, at daniel.coghlan@wheelercentre.com.

The Wheeler Centre is committed to access and inclusion, and to creating a team that reflects the diversity of the communities we serve. We encourage applicants who identify as First Nations, culturally and linguistically diverse, D/deaf, disabled, and LGBTQIA+. We encourage applicants who have previously faced barriers to working in the arts and cultural sectors and are committed to helping you overcome these barriers. If you require advice or support during the recruitment process, we would love to hear from you.

Submitting an application

Applications should include:

1. A cover letter outlining why you are the right candidate for this role
2. A current CV
3. A response to each of the Key Selection Criteria

Applications should not exceed six pages in total.

Applications should be addressed to Michelle Tyson Clark at the Wheeler Centre for Books, Writing and Ideas.

- Please combine your application into a single PDF document, with the filename 'Last Name First Name – Web & Ticketing Administrator'.
- Applications should be submitted by email only to recruitment@wheelercentre.com.
- Late applications and applications that do not address the selection criteria will not be accepted.

Applications close at 12pm midday, Thursday 23 March 2023.