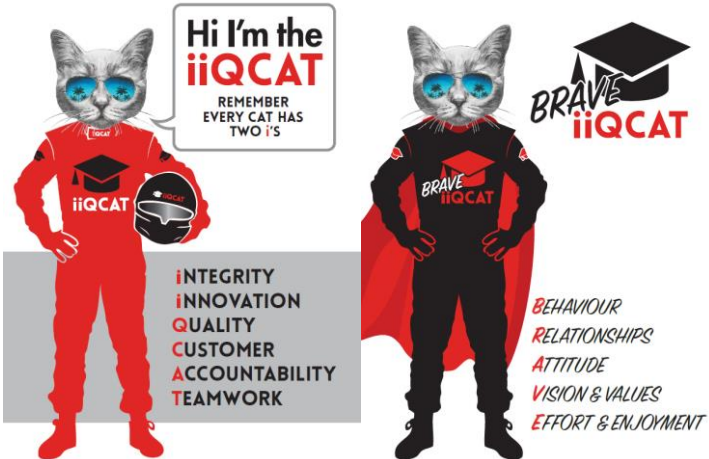


Position:	Ticketing Coordinator
Division:	Marketing
Department:	Sales, Commercial & Marketing
Reporting to	Manager – Consumer Sales
Employment Type	12 Month Contract

Key Relationships	<p>Internal</p> <ul style="list-style-type: none"> Consumer Sales Manager Marketing Department Sales & Commercial Department Venue Operations Department Finance Department <p>External</p> <ul style="list-style-type: none"> Ticketmaster Grand Prix Travel Corporate and VIP hospitality clients Ticket production suppliers FOM/DORNA International On-Sellers
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Values	<p>Knowledge of and consistent demonstration of the Corporation's iiQCAT values: Integrity, Innovation, Quality, Customer, Accountability, Teamwork.</p> 
Corporation Objectives	To promote Melbourne and Victoria via the staging of two international sporting events - the Formula 1 Australian Grand Prix at Albert Park and the Australian MotoGP at Phillip Island.

Governed by	The Corporation is governed by the Australian Grands Prix Act 1994 (Vic).
Standards of behaviour	The Code of Conduct for Victorian Public Sector Employees governs the behaviour of all Corporation employees.
Human Rights	The Charter of Human Rights and Responsibilities Act 2006 is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. The Charter requires the Corporation to act compatibly with human rights, and to consider human rights when developing policies, making laws, delivering services and making decisions.

Role Objectives	<p>This role is responsible for implementing both consumer and corporate ticketing production, management and delivery processes for both the Motorcycle and Formula 1 Grands Prix.</p> <p>It is a customer focussed role and requires the incumbent to be well organised, proactive and professional and hard working with a particularly good attention to detail. The role will experience significant peaks in to ensure that tight deadlines are met.</p>
Core Responsibilities	<ul style="list-style-type: none"> • Perform the processing, printing, packing and distribution of all VIP hospitality tickets in accordance with established procedures. • Work effectively with internal stakeholders to deliver the ticketing process and manage all stakeholder expectations. • Adhere to key timelines for the entire ticketing process. • Maintain accurate records and databases to ensure the production of ticketing requirements are met and reliable reporting information can be provided to stakeholders. • Liaise with international on-sellers providing a high-level service ensuring sales opportunities are maximised. • Coordinate the relocation of all ticketing resources to the Event offices at Phillip Island and Albert Park. • Work with the Manager- Consumer Sales to facilitate the operation of the ticket collection office during event times. • Develop / update ticketing briefs for artwork, ticketing manuals and guidelines, in collaboration with key stakeholders. • Maintain a professional approach to the ticket delivery process and ensure communication to clients/stakeholders is clear, concise and timely.

- Conduct regular stock takes of ticketing collateral and maintain adequate collateral stock levels.
- Assist with the management of the ticketing budgets and invoicing as required.
- Liaise with Finance department to ensure that all bookings are paid in full prior to tickets being released.
- Ensure the releasing or holding of seats strategies are being carried out in the most effective manner.
- Enhance existing systems and processes in relation to the application, purchase and distribution of tickets to AGPC events.
- Managing the ticketing procedures and systems in collaboration with AGPC and the ticketing provider's IT departments, as well as maintain grandstand seating capacity.
- Work closely with the Manager- Consumer Sales in regards to the event build, operations and systems; briefing and information exchange, and reporting and reconciliations.
- Undertake day-to-day entry in systems ensuring the recording of all transactions meet organisation standards and are carried out in a timely manner.

Customer Service Champion

- Provide a high level of customer service, promoting a positive relationship with internal and external customers.
- Report feedback to Manager- Consumer Sales on a regular basis.
- Provide a wide range of day-to-day administrative support services to the Manager- Consumer Sales as required.

Putting internal and external customers first, building strong relationships and ensuring that the approach is responsive to the needs of the internal/external customer.

Encouraging openness and trust by sharing information widely, listening, welcoming constructive challenge and encouraging free dialogue.

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Systems

- Ticketmaster Systems – Archtics and Host
- Customer Relationship Management Database (CRM)
- Microsoft Excel / Word
- Microsoft Outlook
- Internal processes and procedures

At the reasonable request of your Division Manager; General Manager and/or the Chief Executive Officer, role responsibilities may be altered at any time. Changes will be tied to the Corporation's strategic objectives, workforce planning and the structural alignment of the Corporation.

Governance

Adhere to Corporation policies, procedures, and directives regarding standards of workplace behaviour in completing job duties and assignments.

Conducting every aspect of work in a trustworthy, reliable and transparent manner, and maintaining the highest ethical standards.

Continuous Improvement

Taking initiative to improve operations/services/products and systems so that they are consistent with the Corporation's strategic direction and values; incorporating innovation and experimentation into daily work.

Environmental Considerations

Cooperate with the Corporation regarding caring for the environment, by acting in a sustainable way and minimising environmental impact by adhering to the Corporation's policies, procedures and work practices.

AGPC Health and Safety

To assist AGPC in meeting its health and safety obligations you will be required to:

Promote a positive safety culture by contributing to health and safety consultation and

- Communication, and through active participation in the reporting of hazards, incidents and near misses.
- Take corrective action to address or mitigate any risks or hazardous situations throughout the course of your work.
- Take reasonable care for your own health and safety, and for the health and safety of others.
- Cooperate with the AGPC by adhering to the organisations various policies, procedures, work practices and standard operating procedures.

- Perform your role in accordance with any specific responsibilities as outlined in the AGPC safety management system.
- Perform your role in accordance with any AGPC fit for work requirements.

Cooperate with AGPC regarding caring for the environment, by acting in a sustainable way and minimising AGPC's environmental impact by adhering to the organisations policies, procedures and work practices. To enable AGPC to meet its obligations for providing a healthy and safe working environment for you, you must inform your manager of any issues which may impact your ability to safely perform your role.

PERSON SPECIFICATION

Qualifications and Experience	<p>A tertiary qualification in business, marketing or similar would be extremely highly regarded</p> <p>Broad understanding of ticketing, fulfilment, customer service and loyalty programs is advantageous.</p>
Relevant Traits and Characteristics	<p>Systems</p> <ul style="list-style-type: none"> • Experience in Ticketing systems is preferred <p>Organisation and Planning</p> <ul style="list-style-type: none"> • Organisational and planning skills in managing a personal workload in a busy environment with conflicting demands • Ability to meet deadlines <p>Technology</p> <ul style="list-style-type: none"> • Experience in the use of Microsoft desktop products such as Word, Excel, Outlook and PowerPoint • Experience in information management systems, including internet and on-line environments <p>Customer Service</p> <ul style="list-style-type: none"> • Demonstrated achievement in and enthusiasm for the provision of quality customer service <p>Immediately respond to customers needs or concerns to ensure the quality of service meets agreed standards</p>