

# biennaleofsydney

## BIENNALE OF SYDNEY

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The Biennale of Sydney acknowledges the Traditional Owners of Country, in particular the Gadigal people on whose land the Biennale of Sydney is located. We recognise their continuing connection to land, waters and culture and pay our respect to Elders, past and present.

The Biennale of Sydney is one of the leading international contemporary art events. It plays an indispensable role in Australia's engagement with the world, and a meaningful role in the life of the nation. The Biennale presents the most dynamic contemporary art from around the globe in venues across Sydney with exhibitions that ignite and surprise people, sparking dialogue, cultivating connections and inspiring action through meaningful, shared arts experiences. The Biennale of Sydney amplifies the voices of artists and tell the stories of our global communities, as they drive momentum for lasting cultural change.

Established in 1973, it is the third oldest biennial in the world after Venice and São Paulo and the largest exhibition of its kind in Australia. The Biennale of Sydney has commissioned and presented exceptional works of art by more than 2,400 national and international artists from more than 130 countries.

## WORKING FOR THE BIENNALE OF SYDNEY

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The Biennale of Sydney fosters a collaborative and respectful workplace culture, with a team as diverse as the exhibitions we present and the audiences who experience them. We actively encourage Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people, people with disability and those who have diverse experiences of our world to join the Biennale of Sydney team.

We are committed to making reasonable adjustments to provide a positive, barrier-free recruitment process and supportive workplace. If you are applying for a position and have support or access requirements, let us know in your application or by contacting the nominated person in the advertisement.

The Biennale of Sydney believes that art should be accessible to all. Thanks to our generous supporters, our exhibitions are presented with free admission for all to enjoy. For our employees, we provide professional development opportunities to enrich and develop your love of the arts while valuing the specific skills and experiences you bring to the Biennale of Sydney. As a not-for-profit organisation, we also offer salary packaging options.

## APPLYING FOR THE ROLE

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Applications marked 'Confidential' in the subject line of the email and addressing the selection criteria must be received by 5pm, Tuesday 27 January.

Your application must include:

- a cover letter outlining how you meet the selection criteria;
- a current CV; and
- the names and daytime contacts of at least two (2) professional referees.

Email to: [employment@biennaleofsydney.com.au](mailto:employment@biennaleofsydney.com.au)

Subject line: Application | Customer Service Coordinator

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***Only applications sent to the above employment@ email address will be considered. Applications that do not address the selection criteria will not be considered.***

## ROLE STATEMENT

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**Position Title:** Customer Service Coordinator

**Department:** Communications (Visitor Services)

**Direct Report:** Ticketing and Data Manager

**Remuneration:** Competitive salary in line with the current market rates

**Contract term:** Two full-time contract positions, one commencing 9 February - 19 June and the second commencing 23 February - 3 July.

(Successful applicants will need to be available for two group onboarding & information sessions for casual team members in the week commencing 23 February 2026)

## POSITION DESCRIPTION

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The successful candidate will be part of a highly motivated team of specialist staff, delivering one of the world's leading contemporary visual arts events.

We are looking for two dynamic and enthusiastic Customer Service Coordinators who will assist the Ticketing & Data Manager with the delivery of outstanding ticketing and customer services to visitors and ticket holders at Biennale of Sydney events and programming. The Customer Service Coordinators will support in the supervision of the Info Hub at the White Bay Power Station for the duration of the Biennale of Sydney 2026 and have close working relationships with the visitor services teams in Front of House and volunteers, and with programming and production teams.

This position is ideal for those who have a passion for the arts, excellent communication and people skills, and the ability to thrive in a dynamic and fast-paced environment. Successful applicants will have ticketing experience (preferably Tessitura) and be natural problem solvers.

The roles will work on rotating rosters. Please note that due to the nature of the exhibition some after hours and weekend work will be required.

The position sits within the Communications Departments, and reports to the Ticketing & Data Manager. The role works closely with the Visitor Services Manager, and internal and external venue teams.

## SELECTION CRITERIA

Based on an application addressing the Essential Criteria, a Curriculum Vitae and, for selected candidates, an interview and references, the Biennale of Sydney needs to be satisfied that the applicant meets the following criteria:

<b>Essential Criteria</b>	<ul style="list-style-type: none"><li>• Demonstrated experience and hands-on working knowledge of CRM or ticketing systems, preferably Tessitura.</li><li>• Previous experience in a supervisory customer experience or ticketing role.</li></ul>
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	<ul style="list-style-type: none"> <li>• Sound office administration skills including experience with Microsoft suite and a methodical approach to record keeping.</li> <li>• Excellent communication skills both verbally and written, with an emphasis on providing excellent customer service.</li> <li>• Capacity to work under pressure.</li> <li>• Capacity to work as part of a cross-departmental, cross-functional team.</li> <li>• Demonstrated ability to work flexibly in a changing environment.</li> <li>• Ability to commit to the full duration of the contract (19 weeks), and some pre-event (paid) training.</li> <li>• Right to work in Australia.</li> </ul>
<b>Desirable Criteria</b>	<ul style="list-style-type: none"> <li>• Experience in or understanding of working in a festival environment.</li> <li>• Working With Children Check, or willingness to attain.</li> <li>• A knowledge and interest in the Biennale of Sydney and its various activities.</li> <li>• Staff scheduling and team leader experience</li> <li>• Experience troubleshooting and resolving tech and hardware issues</li> <li>• Experience completing financial reconciliations, including troubleshooting discrepancies and generating and updating internal reports.</li> </ul>

## DUTIES AND RESPONSIBILITIES

<b>Key Duties</b>	<ul style="list-style-type: none"> <li>• Assist the Ticketing Manager in the supervision of the White Bay Power Station Info Booth in an efficient, customer-focused manner.</li> <li>• Daily monitoring of the shared inboxes.</li> <li>• Ensure that the call centre and box office provide excellent customer service to its patrons, including the handling of customer correspondence by email, and in person (sometimes phone).</li> <li>• Troubleshooting technical problems, recording and reporting them to the Ticketing Manager.</li> <li>• Assist with rostering the box office staff on VIP nights and other events where required.</li> <li>• Assist with ticket processing as required.</li> <li>• Support the Ticketing &amp; Data Manager with preparation and delivery of key reporting to internal and external stakeholders.</li> <li>• Effectively supervise and support visitor services staff at the info Hub and in general communications and interactions.</li> <li>• Support the Ticketing and Data Manager with the preparation of daily and weekly sales reconciliations for Biennale Finance team.</li> <li>• Assist the Ticketing and Data Manager with ongoing training of customer service staff.</li> </ul>
<b>Work, Health and Safety (WHS)</b>	<ul style="list-style-type: none"> <li>• All staff are required to take reasonable care of their own health and safety and that of other personnel (including volunteers and interns) who may be affected by their conduct</li> </ul>
<b>Key Performance Indicators</b>	<ul style="list-style-type: none"> <li>• Visitors to the Biennale of Sydney express a high level of satisfaction when evaluating their experience.</li> <li>• Demonstrable contribution to a positive experience among Visitor Services Representatives and Biennale volunteers.</li> </ul>