


<p><b>Division:</b> Commercial  <b>Department:</b> Ticketing &amp; Commercial Operations  <b>Reporting to:</b> Division Manager – Ticketing &amp; Commercial Operations  <b>Employment Type:</b> Casual  <b>Enterprise Agreement Level:</b> Australian Grand Prix Corporation Enterprise Agreement 2024, Casual 1</p> <p><u>AGPC Values</u></p>  <p><b>Key Relationships</b>  <b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Commercial Team</li> <li>• Venue Operations Team</li> <li>• Ticketing &amp; Commercial Operations Team</li> <li>• Graphic Designer</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Ticket Collateral Suppliers</li> <li>• Ticketmaster</li> <li>• Hospitality Customers</li> </ul>	<h2>Hospitality Ticketing Assistant</h2> <p><b>Our Collective Purpose:</b> <i>To deliver unforgettable experiences through the world's best sports and entertainment events.</i></p> <p><b>Your Role Purpose</b>  This role is responsible for supporting the successful delivery and management of the Hospitality Ticketing experience at the Formula One Australian Grand Prix</p> <p><b>Your Core Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Support the Hospitality Ticketing function, and provide a best-in-class customer experience for our hospitality customers</li> <li>• Coordinate the distribution of Hospitality tickets to suites on event days</li> <li>• Oversee the mobile ticket distribution via Ticketmaster</li> <li>• Order and assist with collateral in conjunction with the Hospitality Ticketing Officer</li> <li>• Troubleshoot customer issues on Ticketmaster in the leadup to, and at-event</li> <li>• In conjunction with the Commercial Operations team, be available at the Gate 1 Hospitality Ticket Entrance for on-the-spot troubleshooting</li> <li>• Work with the Venue Operations team to ensure a smooth ingress for hospitality customers</li> </ul> <p><b>Systems</b></p> <ul style="list-style-type: none"> <li>• Ticketmaster Systems – Archtics and Host</li> <li>• Customer Relationship Management Database (CRM)</li> <li>• Microsoft Excel / Word</li> <li>• Microsoft Outlook</li> <li>• Internal processes and procedures</li> </ul>
<p>The Code of Conduct for Victoria Public Sector Employees governs the behaviour of all Corporation employees.</p> <p>The Corporation is governed by the Australian Grands Prix Act 1994 (Vic).</p> <p>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</p>	<p><b>Qualifications &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Equivalent experience at other major events</li> <li>• Experience in Ticketing systems is preferred</li> <li>• Excellent organisational skills and high attention to detail</li> <li>• Ability to manage and work as part of a team</li> <li>• Ability to learn quickly</li> <li>• Formal qualification in event/sport management favourable</li> <li>• Experience with the Archtics Ticketmaster system favourable as well, but not mandatory as training will be provided</li> </ul> <p><b>Traits &amp; Characteristics</b>  <b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Demonstrated achievement in and enthusiasm for the provision of quality customer service</li> <li>• Immediately respond to customers' needs or concerns to ensure the quality of service meets agreed standards</li> </ul>

<p>compatibly with human rights, and to consider human rights when developing policies, making laws, delivering services and making decisions.</p> <p>All employees are required to comply with the Victorian Child Safety Standards for screening and compliance purposes.</p> <p>For Health and Safety purposes, all employees are required to:</p> <ul style="list-style-type: none"> <li>• Actively participate in the reporting of hazards, incidents and near misses.</li> <li>• Take corrective action to address or mitigate any risks or hazardous situations.</li> <li>• Take reasonable care for one's own health and safety, and for the health and safety of others.</li> </ul>	<p><b>Teamwork, Collaboration, Adaptability and Resilience</b></p> <ul style="list-style-type: none"> <li>• Knowledge of and consistent demonstration of the Corporation's values and behaviours</li> <li>• Demonstrated commitment to teamwork and the maintenance of a supportive work environment</li> <li>• Ability to work effectively as part of a team in a fast-changing environment</li> <li>• Keeping calm by demonstrating a capacity to positively deal with unanticipated problems and changing circumstances</li> <li>• A commitment to collaborate effectively with colleagues across the business</li> </ul> <p><b>Interpersonal, Verbal and Written Communication</b></p> <ul style="list-style-type: none"> <li>• Well-developed written communication ability</li> <li>• Strong interpersonal and communication skills</li> <li>• An ability to liaise, negotiate and constructively provide and accept feedback from staff at all levels</li> </ul> <p><b>Organisation and Planning</b></p> <ul style="list-style-type: none"> <li>• Organisational and planning skills in managing a personal workload in a busy environment with conflicting demands</li> <li>• Ability to effectively prioritise and meet deadlines</li> </ul> <p><b><u>Screening &amp; Compliance</u></b></p> <p>This role requires:</p> <ul style="list-style-type: none"> <li>• National Police Check</li> <li>• Victorian Working with Children's Check (Employee)</li> <li>• Right to work in Australia</li> <li>• Declaration of Pre-Existing Injuries and Medical Conditions</li> <li>• Victorian Driver's License (where relevant)</li> <li>• International Police Check (where relevant)</li> </ul>
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