

Position Description

Position:	Client Services Representative	Reports to:	VP Client Services, TixTrack and Head of Business Affairs, MCG
Department:	Business Affairs, MCG	Status:	Full Time
Term:	Ongoing	Direct Reports:	N/A

TixTrack is a partnership between **TixTrack Inc** and the **Michael Cassel Group** to provide ticketing for live entertainment and cultural organisations in Australia and New Zealand.

TixTrack Australasia has recently launched and we are looking to recruit a dynamic **Client Services Representative** to support TixTrack's Australian clients.

TixTrack (www.tixtrack.com) is a specialist software house and service provider focused primarily on ticketing technology for cultural institutions. TixTrack provides cutting-edge Cloud-based technology and serve clients across 4 continents and 20 different territories. Formed in 2008 and headquartered in Los Angeles, CA, TixTrack has over 25 full-time employees based across the US, UK, Armenia, and New Zealand, including specialist developers, UX designers, and data analysts. In September 2015 TixTrack developed and launched *Nliven*, a world leading mobile-first ticketing system. To date *Nliven* has provided the mobile UI for 4 Las Vegas Cirque du Soleil shows, ticketing for Nimax Theatres in the West End, London, and the Disney *Tickets* ticketing platform across the United Kingdom. *Nliven's* VIP requests and group sales tools are also in use in 1 Los Angeles and 14 Broadway theatres. Our very successful analytics product, *TixTrack Pro*, (incorporating Dynamic Pricing and Predictive Analysis modules) are also utilised in hundreds of venues in North America.

Michael Cassel Group produces and presents world-class musical and theatrical productions, live entertainment experiences, major events & ceremonies, and concert tours. Our reputation for marrying artistic excellence and commercial savvy has positioned Michael Cassel Group as one of the world's leading theatrical producers.

TixTrack has also developed an ultra-modern timed-entry ticketing system for museums and galleries called *Ticketure* (www.ticketure.com), which is currently being used by the Broad Museum and Huntington Gardens in Los Angeles, Spyscape, the Guggenheim Museum and the Sloomoo Institute in New York City, as well as the Museum of Science and Industry in Chicago and many other top museums throughout the United States.

Key Responsibilities

- Undertaking the specification, configuration, and setup of new TixTrack client installations, including related hardware such as ticket printers and scanners;
- Undertake full training on all aspects of our product range to new and existing clients, including related hardware such as ticket printers and scanners;
- Undertake the ongoing setup, configuration, and monitoring of venues, productions, and promotions on behalf of our clients, including pixel tracking;
- Maintain a comprehensive working knowledge of our full product range in the context of operating an agile scrum development program with new software releases every two weeks;
- Logging and responding to client support calls and inquiries via phone and email in an efficient and timely manner;
- Regular input and feedback into the further development and enhancement of the product range;
- Occasional product demonstrations to prospective clients and attendance at trade shows;
- Servicing, monitoring and regular reporting on all TixTrack client installations in Australia; and
- Other duties as required.

Environment

- Work collaboratively with internal and external stakeholders;
- Meet with internal and external stakeholders on a regular basis;
- Work collaboratively and willingly in a small team that is “all hands-on deck”;
- Work to TixTrack policies;
- Reflect the TixTrack partnership’s culture and branding with external partners and stakeholders by functioning in a manner which is collaborative, contemporary, innovative, ambitious and, importantly fair.

Capabilities and Competencies

- A minimum of 3 years' successful experience in setting up and administering live entertainment ticketing systems and hardware.
- Experience training clients and/or staff in the use of and configuration of ticketing systems.
- Box office sales and marketing experience.
- You must possess an innate ability to provide exceptional levels of customer service.
- Excellent organisational skills and meticulous attention to detail.
- Superior written and verbal communication skills and presentation skills.
- A genuine interest in new technology and have an aptitude for learning new programs and acquiring new skills.
- Strong decision-making skills with a persuasive and credible presentation style.
- Can-do attitude and willingness to roll-up-sleeves and do whatever it takes to get the job done.
- Confident, outgoing, and ambitious; patient and empathetic; with a good sense of humour.
- Ability to work well under pressure in a fast-paced, ever-changing environment.
- Highest integrity in professional and personal life.

The position description is not an exhaustive list and may change from time to time to meet the changing needs of the Company.

This **Client Services Representative** role is based in **Sydney**.

Applications close Friday 4 June 2021.

Applicants are required to submit the following information to recruitment@michaelcassel.com:

- Current Resume;
- Cover Letter including your notable achievements in a similar role; and
- Contact details for 2 referees.