



GRAA TICKETING & INVITATIONS COORDINATOR
POSITION DESCRIPTION

| JOB TITLE | JOB LOCATON | REPORTS TO | REMUNERATION |
|-------------------------------------|-------------|--------------------------------------|--------------|
| Ticketing & Invitations Coordinator | Home Office | Marketing and Communications Manager | Pro-Bono |

PURPOSE

To deliver smooth as well as timely invitation and ticketing processes for the annual Green Room Awards.

KEY RELATIONSHIPS

GRAA Executive Committee
Sponsorship Manager
Ceremony Producer

WORKLOAD

Ceremony Lead Up

December - April
Approx. 7 hours a week

DESIRED COMMITMENT

Minimum two years

DESIRABLE SKILLS & EXPERIENCE

- Knowledge of *Yet Another Mail Merge* or similar Mail Merge software.
- Experience with Mailchimp, Google Sheets, Microsoft Excel and Highrise CRM.
- Background in and/or a clear understanding of the Performing Arts sector.

RESPONSIBILITIES

- Implement and manage an efficient invitation and RSVP system for invited guests including nominees, VIPs and Panel Members.
- Assist with set up of the ticketing system (via Ticketmaster) for paid guests and liaise with the venue box office to ensure system functionality.
- Draft and proof copy for invitations and subsequent reminder emails.
- Edit and monitor online RSVP software.
- Prepare nominee contact information for mail merges using Excel or Google Sheets.
- Manage distribution of mail merge emails.
- Monitor and escalate access requirements where required.
- Field ticketing inquiries from stakeholders.
- Update organisational CRM with ticket holder information.