

Jess Martin

Creative Producer & Arts Worker

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Bachelor of Media
Bachelor of International Studies
Diploma of Languages (French)

Qualifications

First Aid Certification
Covid Marshal Training
Working With Children (SA)
Responsible Service of
Alcohol (SA)
Certificate III in Retail

Skills

MANAGEMENT

- Leading Teams
- Rostering
- Maintaining a Positive Work Environment
- Financial Processing
- Creating Procedures
- Complaint Handling
- Liaising with Stakeholders
- Problem Solving

BOX OFFICE

- Subscriber Databases
- Tessitura
- Red61
- Ticketek
- Industry and Artist Allocations
- Sales & Processing Refunds

FRONT OF HOUSE

- Supervising Staff/Volunteers
- Show Reports
- Crowd Management
- Seating/Scanning
- Wristbanding
- Covid Marshal/Compliance
- Passionate About Chairs

Professional Summary

I am an arts worker with broad knowledge and experience across multiple areas of festivals, events, galleries and venues. I am currently looking for ongoing positions in the arts and theatre industries within Adelaide, and festival management roles nationally. I rely on strong leadership skills in supporting large teams of staff within existing organisations or temporary events contexts. I am a confident arts administrator due to my extensive experience in FOH, ticketing and operations across various arts organisations and non profits. My particular passion is supporting access and inclusion for audiences.

Relevant Experience

Season Manager (LPA L5) / RUMPUS 2022 Season July-Dec

In this role I was responsible for facilitating the 2022 season at RUMPUS, managing the box office and bar as well as rostering and supporting a team of volunteers. As a venue manager, I liaise with artists, producers and other stakeholders within RUMPUS and externally to coordinate event ticketing and marketing delivery. I use initiative to establish FOH procedures and deliver the season and ensure accurate reporting and show statistics for grant purposes.

Creative Producer, Feast Festival Writing Live Program Aug-Dec 2022

As the lead producer of the Writing Live Program I curated a program of 12 events centering the work of a diverse range of queer writers. The programming I delivered for Writing Live involved organising venues, managing budget and marketing, engaging participating artists, as well as producing and hosting events on the day. This included collaborating with organisations including Adelaide City Library, State Theatre Company SA, local publishers, and Writers SA.

Relief Supervisor (2022), FOH Staff, Crew / The Garden of Unearthly Delights, Adelaide Fringe February - March 2018-22

Maintained and operated multiple venues across the Garden of Unearthly Delights during Adelaide Fringe. Supervised, trained and supported FOH staff members to deliver outstanding customer service and ticketing support to patrons across 8 temporary festival venues each seating 3-5 shows per night. This role relied on my knowledge of FOH, Production, Box Office, technical support, & team management. At the venue level I handled crowd management, ticket selling, scanning and seating patrons, show reporting, and stage management tasks.

TECHNICAL

- On-site IT Set Up
- Technical Support & Troubleshooting
- Bump In/Bump Out
- Photo/Videography
- Sound and Video Editing
- Follow Spot Operation

SALES & MARKETING

- Content Creation
- Marketing Strategy
- Managing Collateral
- Copywriting/Editing
- Posters/Distribution
- Digital Publishing
- Direct Sales/Promotion

PRODUCTION

- Producing Events
- Stage Management
- Liaising with Artists/Producers
- Coordinating Venues
- Facilitating Workshops
- Run Sheets/Show Reports
- Technical Support & Troubleshooting

FOH 3IC/Relief Supervisor (LPA L6), Ouchhh Pavilion / Illuminate Festival Adelaide July-Aug 2022

Supervised a team of FOH staff to deliver back to back performance sessions within an immersive projection experience based within a temporary pavilion space for Illuminate Adelaide. Managed the staging, venue, and visitor experience including deputy rostering and maintaining visitor statistics and documentation.

Box Office Supervisor / Adelaide Fringe 2023 Season

Led Adelaide Fringe's Box Office and Call Centre as on site supervisor, responsible for managing staff and overseeing box office procedures spanning all Fringetix enquiries. In this role I confidently led a customer service team and provided strong decision making, best practice guidance, technical troubleshooting & ensured compliance to the ticketing code of conduct.

Room Supervisor, Various Venues/ Melbourne International Comedy Festival March - April 2021-23

Autonomously supervised venues throughout various Festival Managed Venues during MICEF, as well as co-ordinating to support FOH and production staff across the broader venues team. This role involved liaising with artists and producers, seating up to 5 shows per night using red61 ticketing software & accommodating patron access.

Box Office Subscriptions Officer / Adelaide Symphony Orchestra Aug 2022 - Present

Processing a high volume of box office season subscriptions for the ASO 2023 season through Tessitura. This involves a high level of customer service, inbound and outbound calls, handling complex financial transactions and records with attention to detail, and negotiating seating across multiple venues.

Box Office Assistant / State Theatre Company SA 2021 Season

Fulfilling ticketing orders through Tessitura and BASS lists as well as responding to general box office enquiries, this role also involved coordinating with the venues team and handling ticketing requests from various stakeholders. This involves setting up, maintaining and troubleshooting box office software and equipment on site at venues.

Box Office Staff / WOMADelaide 2019, 2020, 2022

Facilitated ticket fulfilment and wristbanding across the 4 days to deliver a friendly, fun and no-stress event. Delivered outstanding customer service in handling Artist Guest ticketing pickups. Confidently used 'IWannaTicket' to manage and fulfil customer bookings.

Set Experience Manager, Photographer, Events Contractor / Scene To Believe Christmas Seasons 2015-2021 & Ongoing Events Contracts

Operated a fast-paced event photography set under socially distanced conditions for 2020/21 Christmas seasons. Managed a team of event photography staff and supervised the photography set, customer experience, ticketing, banking and reconciliation, day to day operations and liaising with event owners. Facilitated visitor engagement and created great experiences that translated to photo and merch sales.

Venue Supervisor, Melbourne Writers Festival Sept 2022

Supervised a team of volunteers across Wheeler Centre and Capitol venues, and worked in consultation with the Operations and Stage Managers to deliver FOH operations at Melbourne Writers Festival.

Bookseller, Orchard Bookshop June 2021 - Present

As a bookseller at Orchard I handle all retail processes reliably and with attention to detail, while also staying up to date with the literary landscape and publishing trends. I am involved in stock choices and frequently make recommendations to customers about current titles.

FOH Usher / Van Gogh Alive Adelaide June - Sept 2021

Delivered an immersive visual art experience within a temporary gallery venue as a FOH usher and Covid Marshal. This involved adapting to frequent changes to capacity and SA Health directions. This role involved scanning tickets, encouraging visitor engagement, crowd management, and ensuring mask compliance. In this role I also trained in using Ticketek.

MOD. / HEO3 Moderator August 2018 - August 2019

This role is museum operational staff, facilitating public engagement in a future-focused arts and science museum. In this position I worked collaboratively in a large team responsible for visitor engagement, ticketing for events, operating and maintaining exhibits, supervising volunteers, and facilitating tours and events. This role also involves staffing the MODshop following retail procedures, operating point of sale and managing stock. In this role my focus was on accessibility for a diverse range of visitors.

Vitalstatistix / Festival & Events FOH Volunteer 2016 - Present

This role includes box office, ushering and facilitating live experimental performance. This has involved operating the bar, and ushering for some unusual performances and venue spaces.

Freelance Writer & Multidisciplinary Artist 2012 - Present

As a theatre critic, my work has appeared in Witness Performance, The Adelaide Review, and Fest Magazine among others. I was 2020 Writer in Residence at The Mill which involved delivering a program of writing workshops, and in 2018 was a Vitalstatistix Adhocracy Festival residency artist. I have experience facilitating creative projects and workshops as a poet and performer.