SYDNEY THEATRE CO

Thank you for your interest in the position of **Season Tickets Manager**.

Aside from the information outlined in the job description other relevant details of the position are:

1. Hours of Work

This is a contract position. The usual hours of work are 8.30am-5pm Monday to Friday. However, the job requires a willingness to work flexible hours during peak sales periods, including evenings and weekends.

The position is based at The Wharf, Sydney Theatre Company, Pier 4 Hickson Road, Walsh Bay.

2. Salary and Entitlements

- Salary is dependent on skills and experience
- 4 weeks annual leave
- Complimentary tickets to STC productions (subject to availability)

3. Application

In order to make your application for this post, please forward your resume and a cover letter demonstrating how you meet each of the following criteria (this should be *no more* than 1 page in length):

- Exceptional interpersonal and communication skills
- Exceptional attention to detail
- Data analysis and problem solving skills. Proficient use of Excel is desirable
- Demonstrated skill in delivering and maintaining customer service excellence, including the capacity to resolve issues in a timely and logical manner
- Previous experience rostering, supervising, training and managing a team of staff preferably in a box office or similar ticketing environment
- Proven ability to plan and prioritise under pressure
- Advanced computer-based skills with previous experience of working with a computerised ticketing system
- Experience of Tessitura Ticketing Systems. Package knowledge is desirable
- Good financial skills including cash management and banking reconciliations

Please forward your resume and cover letter to recruitment@sydneytheatre.com.au

Please submit with the Subject Line: Season Tickets Manager

Closing date for applications is 5pm Friday 10 March 2017

SYDNEY THEATRE CO

Job Description

Position title:	**Season Tickets Manager**
Reports to:	Customer Services and Ticketing Manager
Supervises:	Season Tickets Supervisors and Customer Services Representatives, Season Tickets

Job overview

The main focus of this role is to manage the Season Tickets Department, a seasonal team that includes part-time Season Tickets Supervisors and casual Season Tickets staff and to maintain an efficient, effective and professional box office service to both internal and external customers both during the Season Tickets peak booking period and throughout the year.

The Season Tickets Manager works closely with the Customer Services and Ticketing Manager, Director of Marketing and Customer Services, Marketing Managers, Wharf Box Office Manager, RPT Box Office Manager, Ticketing Specialists, Application and Database Manager and Insights and Analytics Manager.

Key Responsibilities

The role is responsible for the above outcomes through activities which includes:

- Ensuring smooth running of all aspects of Season Ticket processing by:
  - Strategic preparation for the Season Tickets period, involvement in processes, planning, staffing etc
  - Developing a training manual for use by the Season Tickets Team
  - Providing ongoing feedback and driving ongoing improvements to the functional processing of the Season Tickets sales path, in line with any website or system upgrades or developments
  - Effectively communicating information relating to Season Tickets processing to the Season Ticket team
  - Maintaining knowledge and implementation of policies and procedures relating to processing of Season Ticket requests
  - Dealing with customers in a timely, efficient and courteous manner under pressure
  - Handling complaints and effectively resolving or escalating as required to the relevant manager
  - Preparing and distributing processing reports on a daily basis
  - Providing daily feedback to the Customer Service and Ticketing Manager regarding processing rates and the Season Tickets team
  - Management of Deferred Payment schedules. Including payment plan setup, reconciliation and communications

- Supervising the activities of the Customer Service Representatives, Season Tickets with special regard for:
  - Recruiting and training the Season Tickets Team
  - Ensuring procedures and processes are followed at all times
  - Ensuring processing rates are met and motivating staff to maintain expected processing rates
  - Ensuring processing error rates are kept to a minimum
  - Maintaining and promoting a high level of customer service
  - Maintaining database integrity by ensuring a high level of data accuracy
  - Setting shift breaks
  - Having a solid understanding of the staff's employment Award and requirements
- Report generation and testing, maintaining data integrity and database content
- Having a solid understanding of the ticketing software (Tessitura)
- Providing support for Customer Services and Ticketing Manager as required
- Completing an in depth audit and de brief of each seasonal processing period, including being abreast of relevant software improvements and proposing changes where appropriate
- Ongoing training on Tessitura functionality both self driven and team based, provision of relevant training across the Company as appropriate
- Work with the CRM team to assist with creating CRM strategies with a focus on Season Tickets.
- To undertake other duties as required

Occupational Health & Safety

For the purposes of the Occupational Health and Safety Act and Regulations the Season Tickets Manager must ensure that she/he:

- takes reasonable care of the health and safety of themselves and others
- works in a safe manner and follows procedures introduced for his protection
- participates in any training or education necessary to enable him to work safely including familiarisation with the STC's OH&S Policy
- reports any unsafe work practices or conditions to his supervisors
- cooperates with Sydney Theatre Company in their efforts to comply with occupational health and safety requirements.

Environmental Sustainability

To support the Company's vision of becoming the world's most sustainable theatre company, the Season Tickets Manager must ensure that she/he:

- takes reasonable steps towards minimising the environmental impact of their role and that of the Company;
- works in an environmentally responsible manner and follows procedures introduced to this end;
- participates in any training or education necessary to enable them to work sustainably including familiarisation with the Company's various green policies;
- brings to the attention of the internal Green Team any situations or practices that could be improved in relation to environmental performance; and
- co-operates with Sydney Theatre Company in their efforts to lead in the area of environmental sustainability.

Other information

Key relationships
o Customer Services and Ticketing Manager o Director of Marketing and Customer Services o Marketing Managers o Data Analyst o Ticketing Specialists o Application and Database Manager o Season Tickets Supervisors o CRM Team o TWT Team o IT Manager o Customer Service Representatives, Season Tickets o Customer Services Supervisors
Capabilities and competencies o Exceptional interpersonal and communication skills o Data analysis and problem solving skills. Proficient use of Excel is desirable o Demonstrated skill in delivering and maintaining customer service excellence, including the capacity to resolve issues in a timely and logical manner o Previous experience rostering, supervising, training and managing a team of staff preferably in a box office or similar ticketing environment o Proven ability to plan and prioritise under pressure o Advanced computer-based skills with previous experience of working with a computerised ticketing system o Experience of Tessitura Ticketing Systems. Package knowledge is desirable o Good financial skills including cash management and banking reconciliations
Key Measures and Targets o Increased customer and staff satisfaction o Meets expected rate of processing Season Ticket renewals and requests o Low error rates in data collection o Low re-work rates in order processing

This job description describes the broad scope of the role and is not an exhaustive list. It may also change from time to time with due consultation to meet the changing needs of the business.