



Thank you for your interest in our **Customer Service Representative** cover position.

The main purpose of this role is to provide box office service to Sydney Theatre Company (STC) and Roslyn Packer Theatre (RPT) casual patrons and season ticket holders, through maintaining an efficient, effective and professional ticketing service to both internal and external customers.

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

### **1. Hours of Work**

Customer Service Representatives are employed as casual employees of Sydney Theatre Company.

Applicants will need to be available for a minimum of 4 days per week between the hours of 8.45am and 8.45pm, Monday to Friday, 10.45am and 8.45pm Saturday, and the occasional Sunday.

### **2. Salary and Entitlements**

- Casual rate - \$37.89 per hour (includes loading)
- 10.5% superannuation employers contribution
- 2 complimentary tickets to STC productions showing during the period of employment (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. Applicants who do not address the selection criteria will not be considered.

#### **Selection Criteria**

- Exceptional interpersonal and communication skills
- Demonstrated skill in delivering and maintaining customer service excellence, including the capacity to resolve issues in a courteous, timely and logical manner
- Previous experience in a box office or similar ticketing environment
- Proven ability to work autonomously or within a team as required
- Advanced computer-based skills with previous experience of working with a computerised ticketing system (Tessitura ideal)
- Good financial skills including cash management

Please forward your cover letter and resume to [recruitment@sydneytheatre.com.au](mailto:recruitment@sydneytheatre.com.au)

Please submit with the Subject Line: Customer Service Representative

Closing date for applications is Monday 24<sup>th</sup> June at 9am

***The Sydney Theatre Company encourages applications from Aboriginal and Torres Strait Islander people, people with a disability, mature age workers, people from diverse cultural and linguistic backgrounds and lesbian, gay, bisexual, transgender, intersex and queer (LGBTI+) people.***

Must be Australian resident or hold current, appropriate working visa

## Job Description

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| <b>Position title:</b>   | <b>Customer Services Representative</b>  |
| <b>Reports to:</b>   | Customer Services Supervisors, Wharf and Roslyn Packer Theatre Box Office Managers |
| <b>Job overview</b>  |  |
| <p>The main purpose of this role is to provide box office service to Sydney Theatre Company (STC) and Roslyn Packer Theatre (RPT) casual patrons and season ticket holders, through maintaining an efficient, effective and professional ticketing service to both internal and external customers.</p> <p>Customer Services Representatives work across STC's Box Office call centre and the RPT Box Office and must maintain an in depth knowledge of all events and processes.</p>  |  |
| <b>Key Responsibilities:</b>   |  |
| <p>The role is responsible for the above outcomes through activities which include:</p> <ul style="list-style-type: none"><li>○ Ensure smooth running of all aspects of box office (including phone room, front counters, Wharf and Roslyn Packer Theatre (RPT) box offices) by:<ul style="list-style-type: none"><li>● Keeping on top of information relating to all events on sale through STC and RPT box office provided by the Supervision, Management and Marketing teams.</li><li>● Maintaining an in-depth knowledge of STC and RPT events and performances.</li><li>● Maintaining knowledge and implementation of all box office policies and procedures.</li><li>● Dealing with customers and colleagues in an efficient, knowledgeable and courteous manner at all times.</li><li>● Answering queries and selling tickets at the counter or by phone to the general public as required.</li><li>● Providing support to Customer Services Supervisors and Box Office Management as required.</li><li>● Handling feedback with sensitivity and effectively resolving or escalating as required to the relevant manager.</li><li>● Working knowledge of the telephone system navigation and patron experience.</li><li>● Working knowledge of the STC and RPT website content, purchase paths and patron experience.</li><li>● Cash handling and financial competence.</li><li>● Managing all general and discounted ticket sales in liaison with the Ticketing Specialists, Box Office management and other relevant company departments.</li><li>● Knowledge of agency allocations in liaison with Box Office management, understanding of external offers.</li><li>● Coordinating effective ticket exchanges relating to cancelled or altered performances.</li></ul></li></ul> |  |

- Managing incoming and outgoing Box Office mail.
  - Logging reports of day to day technological and system issues or escalating as required to the Supervisor on Duty as required.
  - Program sales and liaison with Front of House staff.
  - Supervising and actioning requests received through boxoffice email.
- Assisting the Customer Services Supervisors, Wharf and Roslyn Packer Theatre Box Office Managers, with special regard to:
    - Providing daily feedback regarding shifts and patron feedback
    - Providing feedback in regards to box office policies and procedures as required.
    - Managing personal timesheets and shift changes.
    - Managing incoming and outgoing Box Office mail and email.
    - Managing availability, personal timesheets and shift changes.
    - Data input and integrity.
    - Following procedures and processes at all times.
  - Seeing a performance of each production by STC in the opening weeks
  - Have a deep understanding of the ticketing software (Tessitura).
  - To undertake other duties as required.

### **Occupational Health & Safety**

For the purposes of the Occupational Health and Safety Act and Regulations the CSR 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 them to work safely including familiarisation with the STC's OH&S Policy
- reports any unsafe work practices or conditions to the supervisors
- cooperates with Sydney Theatre Company in their efforts to comply with occupational health and safety requirements.

### **Other information**

#### **Key relationships**

- Customer Service Representatives
- Wharf and Roslyn Packer Theatre Box Office Managers
- Customer Services and Ticketing Managers
- Ticketing Specialists
- Applications and Database Manager and Applications Database Administrator
- IT Manager
- Season Tickets Manager
- Education Ticketing Coordinator
- Marketing/Sponsorship & Foundation Departments

**Capabilities and competencies**

- Exceptional interpersonal and communication skills
- Demonstrated skill in delivering and maintaining customer service excellence, including the capacity to resolve issues in a courteous, timely and logical manner
- Previous experience in a box office or similar ticketing environment
- Proven ability to work autonomously or within a team as required
- Advanced computer-based skills with previous experience of working with a computerised ticketing system (Tessitura ideal)
- Good financial skills including cash management

**Key Measures and Targets**

- Increased customer satisfaction
- Low error rates in data collection
- Low re-work rates in order processing
- Financial and auditing requirements are met

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.

Normal hours of work are between 8.45am and 9.30pm Monday to Sunday.  
This position is Casual and a 6 month probationary period applies.