

Thank you for your interest in our **Customer Services Representative, Season Tickets** vacancies.

1. The Role

The main purpose of this role is to maintain an efficient, effective and professional box office for our season ticket holders. This role is responsible for responding to all requests in a timely manner in line with current business rules and policy. They will work closely with the Season Tickets Manager, Customer Service and Ticketing Manager and Season Ticket Supervisors.

2. Hours of Work

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

Training

- The training will take place between 29th July – 30th August 2019
- You will be required to attend 1 training session per week which will be held during the day
- You will be assigned to a specific training group which will have set training days. Once the groups have been assigned you will not be able to move to a different group

Peak Processing Period

- The peak processing period is a minimum commitment of 6 weeks from the 5th September
- During this time you will be required to work a minimum of 4 shifts per week Monday to Sunday. The shift times are 8.45am – 2.30pm or 2.30pm – 8.15pm.
- The location of the position is to be confirmed, but may require travel to either Fox Studios, Moore Park or the Roslyn Packer Theatre, Walsh Bay.

3. Salary and Entitlements

- Casual rate - \$28.78 training - \$37.89 after training.
- 10.5% superannuation employers contribution
- 2 complimentary tickets to all STC productions showing during the period of employment (subject to availability, excluding Saturday Evenings)

4. Application

In order to make your application for this post, please forward your resume and a cover letter addressing how you meet each of the following criteria (this should be *no more* than 1 page in length) applications without a covering letter will not be responded to:

- Previous experience in the use of computerised ticketing – Tessitura preferred but full training will be given
- Strong understanding of ticketing software and package booking processes
- Demonstrated skill in delivering and maintaining customer service excellence, including sound problem solving skills with the capacity to resolve issues in a timely and logical manner
- Proven ability to plan and prioritise tasks under pressure
- Sound computer-based skills, including accurate data entry and attention to detail

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

Please submit with the Subject Line: Season Tickets, Customer Service Representative

Closing date for applications is Monday 1st July at 9am – applications after this time will not be considered – no agencies please

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.

Please note, applications which do not address the selection criteria will not be accepted.

Must be Australian resident or hold current, appropriate working visa

Job Description

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| <p>Position title: Customer Services Representative, Season Tickets</p> <p>Reports to: Season Tickets Manager / Supervisors</p> |
| <p>Job overview</p> <p>The main purpose of this role is to maintain an efficient, effective and professional box office for our season ticket holders. This role is responsible for responding to all requests in a timely manner in line with current business rules and policy. They will work closely with the Season Tickets Manager, Customer Service and Ticketing Manager and Season Ticket Supervisors.</p> |
| <p>Key Responsibilities:</p> <p>The role is responsible for the above outcomes through activities which includes:</p> <ul style="list-style-type: none">• Effectively communicating information relating to the processing Season Ticket requests to the Season Ticket Manager and Season Ticket Supervisors• Maintaining knowledge and implementation of policies and procedures relating to processing of Season Ticket requests• Placing groups holds on seats needed to fulfill pending requests with ongoing day to day holds maintenance and simple reporting on this if required• Fulfilling season ticket (subscription) requests by accurately completing data entry and processing other requirements such as payment and mailing and addressing all needs stipulated on the form by the patron• Assisting our season ticket holders with all enquiries by providing polite accurate, useful and timely information on the phone, e-mail and by other means including handling complaints and effectively resolving or escalating issues as required• Working collaboratively and proactively with the Box Office Team, providing support and information on Season Tickets processing as needed• Following up on season ticket orders on reserve in a timely manner while helping to maintain departmental KPI's relating to processing speeds• Providing daily feedback to the Season Tickets Manager / Supervisors regarding the outcomes of your shift and outstanding orders• In addition to processing forms received, all season tickets staff will assist in following up on online orders, including adding information to patrons records, printing, checking and mailing tickets• General Season Tickets administration• To undertake other duties as required |

Workplace Health & Safety

- For the purposes of the Workplace Health and Safety Act and Regulations the Customer Service Representative, Season Tickets 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 WH&S Policy;
- Reports any unsafe work practices or conditions to his supervisors;
- Cooperates with Sydney Theatre Company in their efforts to comply with workplace health and safety requirements.

Environmental Sustainability

To support the Company's vision of becoming the world's most sustainable theatre company, the Customer Services Representative – Season Tickets must ensure that they:

- 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
- Cooperates with Sydney Theatre Company in their efforts to lead in the area of environmental sustainability

Other information

Key relationships

- Season Tickets Manager
- Season Tickets Coordinator
- Customer Service and Ticketing Manager
- Season Tickets Supervisors

Capabilities and competencies

- Previous experience in the use of computerised ticketing program – Tessitura preferred but full training will be given
- Strong understanding of ticketing software and package booking processes
- Demonstrated interpersonal and communication skills, including an excellent phone manner and ability to construct simple e-mails to contact patrons
- Ability to work to deadlines and departmental KPI's in regard to processing speeds
- Demonstrated skill in delivering and maintaining customer service excellence, including sound problem solving skills with the capacity to resolve issues in a timely and logical manner
- Proven ability to plan and prioritise tasks under pressure
- Sound computer-based skills, including accurate data entry and attention to detail

Key Measures and Targets

- Low re-work rates in order processing and low error rates
- Low error rates in data entry and collection
- Meets expected rate of processing with minimal errors
- Maintain and improve relationships with all stakeholders internally and externally whilst ensuring deadlines are met

- Improved customer satisfaction from season ticket holders with minimal complaints from stakeholders
- Maintain calm under pressure whilst prioritising effectively

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.