



Thank you for your interest in our **Customer Service Supervisor, Season Tickets** vacancies.

1. The Role

The main purpose of this role is to assist the Season Tickets Manager by supervising the Season Tickets Team while maintaining an efficient, effective and professional box office to both internal and external customers. The Customer Services Supervisor, Season Tickets works closely with the Season Tickets Manager and the Customer Services and Ticketing Manager.

2. Hours of Work

Customer Services Supervisor(s), Season Tickets are employed as casual employees of Sydney Theatre Company.

Training for the position will start in the week commencing 17th July – with 1-2 dedicated training sessions to prepare supervisors for assisting the Season Tickets Manager with the training of new staff. The applicants will then be required to commit to 1-2 sessions per week, training new staff in how to process orders for the 2019 Season until peak processing begins.

The Season Ticket (subscription) processing period for the supervision team is a minimum of 8 weeks, from the week commencing Monday 2nd September.

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.

Applicants will need to be available for a minimum of 4-6 shifts per week between the hours of 8.45am and 9.00pm, Monday to Saturday during this time. Usual shift times during peak processing are from 5.5 – 8 hours and are dependent on the needs of the department during this busy time.

3. Salary and Entitlements

- Casual rate - \$41.68 per hour
- 10.5% superannuation employers contribution
- 2 complimentary tickets to STC productions showing during the period of employment (subject to availability – excludes Saturday nights)

4. Application

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

- Tessitura Experience – preferably with selling flex packages, simple report generating and supervising other users.
- Experience in managing and training a diverse team of new and experienced staff in a pressurised environment.
- Ability to work to deadlines and departmental KPI's in regard to processing speeds.
- Proven ability to plan and prioritise tasks under pressure.

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

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

Closing date for applications is Wednesday 19th June 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.

Job Description

<p>Position title: Customer Services Supervisor, Season Tickets</p> <p>Reports to: Season Tickets Manager</p>
<p>Job overview</p> <p>The main purpose of this role is to assist the Season Tickets Manager by supervising the Season Tickets Team while maintaining an efficient, effective and professional box office to both internal and external customers. The <i>Customer Services Supervisor, Season Tickets</i> works closely with the Season Tickets Manager and the Customer Services and Ticketing Manager.</p>
<p>Key Responsibilities:</p> <p>The role is responsible for the above outcomes through activities which includes:</p> <p>Ensuring smooth running of all aspects of Season Ticket processing room by:</p> <ul style="list-style-type: none">• Effectively communicating information relating to Season Ticket 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• Providing daily feedback to the Season Tickets Manager regarding the shift and the Season Tickets team• Daily financial reconciliation of relevant payments and orders• Spot checking reports to catch processing errors and resolving as necessary• Managing and reporting of Season Holds and House Maps• Maintaining a solid understanding of tessitura with a high regard for internal policies relating to its use• Simple report preparation as required• To undertake other duties as required <p>Supervising the activities of the Season Tickets Team with special regard for:</p> <ul style="list-style-type: none">• Ensuring procedures and processes are followed at all times• Maintaining and promoting a high level of customer service• Maintaining database integrity by ensuring high levels of data accuracy• Setting shift breaks• Performance management to departmental KPIs

Workplace Health & Safety

- For the purposes of the Workplace Health and Safety Act and Regulations the Customer Service Supervisor – 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 Service Supervisor – Season Tickets 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
- 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 Services and Ticketing Manager
- Wharf & RPT Box Office Managers
- Customer Service Supervisors
- Customer Services Representatives, Season Tickets

Capabilities and competencies

- Strong Tessitura Experience – preferably with selling flex packages, simple report generating and supervising other users – highly desirable
- Experience in managing and training a diverse team of new and experienced staff in a pressurised environment – highly desirable
- 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
- 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 and encourage others to do so
- Proven ability to plan and prioritise tasks under pressure
- Experience of advanced computer-based skills, including accurate data entry and attention to detail
- Call Centre supervision experience is preferred but not essential

Key Measures and Targets

- Meets expected rate of processing Season Ticket renewals and requests
- Low error rates in data collection of supervised staff
- Low re-work rates in order processing of supervised staff
- Efficient handover to Season Tickets Manager at the end of each shift
- Increased Customer Satisfaction during peak processing times

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.