



Thank you for your interest in our **Season Tickets Outbound Representative** vacancy.

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

1. Hours of Work

Season Tickets Outbound Representative is employed on a casual basis for 8 weeks during our 2020 Season Tickets (subscription) telemarketing campaign as an employee of Sydney Theatre Company.

Training will be given for the role during the week commencing 30 September 2019 with the position starting on Tuesday 8 October 2019. The role is expected to finish on Friday 29 November 2019.

Applicants will need to be available for at least 4 days per week between Tuesday - Saturday from the hours of 12pm to 8pm (1 hour is allocated for lunch).

2. Salary and Entitlements

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

3. Application

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

- Previous experience in the use of a computerised ticketing system (Tessitura, highly desirable)
- Exceptional interpersonal and communication skills (including phone manner and e-mail etiquette) with the ability to work to deadlines
- Experience in outbound phone sales desirable
- Demonstrated skill in delivering and maintaining customer service excellence, including the capacity to resolve issues in a timely and logical manner
- Proven ability to work autonomously
- Experience of advanced computer-based skills, including accurate data entry and attention to detail

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

Please submit with the Subject Line: **Season Tickets Outbound Representative**

Closing date for applications is 9am Monday 23 September 2019

Job Description

Position title: Season Tickets Outbound Representative

Reports to: Season Tickets Outbound Supervisor

Job overview

The main purpose of this role is to maintain an efficient, effective and professional Telemarketing campaign for STCs 2020 Season. This role is responsible for maintaining outbound call rates and service standards as outlined within STC's business rules and processes.

Key Responsibilities:

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

- Performing Season Ticket processing via telemarketing by:
 - Effectively communicating information relating to the processing of these Season Ticket requests to the Season Tickets Telemarketing Supervisor
 - Maintaining knowledge and implementation of policies and procedures relating to processing of Season Ticket requests
 - Placing holds on seats needed to fulfill pending requests and reporting on this if required
 - Dealing with internal and external customers in a timely, efficient and courteous manner
 - Handling complaints and effectively resolving or escalating as required
 - Managing enquiries from patrons and stakeholders by providing accurate, useful and timely information
 - Providing daily feedback to the Season Tickets Telemarketing Supervisor regarding the outcomes of their shift
 - Following call centre procedures and processes at all times
- Working collaboratively and proactively with the Box Office Team, providing support and information on Season Tickets as needed
- General Season Tickets administration including groups creation and order follow up
- To undertake other duties as required

Workplace Health & Safety

- For the purposes of the Workplace Health and Safety Act and Regulations the Season Tickets Telemarketing Representative 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 Season tickets Telemarketing Representative 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

- Season Tickets Outbound Supervisor
- Customer Service and Ticketing Manager

Capabilities and competencies

- Previous experience in the use of a computerised ticketing system (Tessitura, highly desirable)
- Exceptional interpersonal and communication skills (including phone manner and e-mail etiquette) with the ability to work to deadlines
- Experience in outbound phone sales desirable
- Demonstrated skill in delivering and maintaining customer service excellence, including the capacity to resolve issues in a timely and logical manner
- Proven ability to work autonomously
- Experience of advanced 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 specialised segments 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.