



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

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

1. Hours of Work

Season Tickets Outbound Team Supervisor is employed on a full time casual contract for 8 weeks during our 2020 Season Tickets (subscription) 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 - \$41.68 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)
- Strong understanding of ticketing software and package booking processes
- 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 plan and prioritise tasks under pressure
- Experience of managing specialised customer segments (e.g. Group bookers)
- Experience of advanced computer-based skills, including accurate data entry and attention to detail
- Inbound and outbound call centre staff supervision experience preferable

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

Please submit with the Subject Line: Season Tickets Outbound Team Supervisor

Closing date for applications is 9am Monday 23 September 2019

Job Description

Position title: Season Tickets Outbound Team Supervisor

Reports to: Customer Services and Ticketing Manager

Job overview

The main purpose of this role is to maintain an efficient, effective and professional outbound campaign for STCs 2020 Season. This role is responsible for maintaining call rates and efficiencies as outlined within STC's business rules and processes. They will be responsible for supervising a group of staff and processing season ticket requests.

Key Responsibilities:

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

- Ensuring smooth running of all aspects of Season Ticket processing from telemarketing renewals and acquisitions by:
 - Effectively communicating information relating to the processing of these Season Ticket requests to the Customer Services and Ticketing Manager
 - 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 under pressure
 - 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 Customer Service and Ticketing Manager regarding the outcomes of their shift
 - Managing call lists and supervising follow ups
 - Completing daily, weekly and end of campaign reporting as requested
- Assisting the Customer Service and Ticketing Manager with the delivery and implementation of the 2020 season tickets telemarketing campaign, supervising call centre staff assisting with outbound sales calls by:
 - Assisting with the initial set up of the telemarketing room and associated administration/payroll requirements
 - Ensuring procedures and processes are followed at all times by call centre staff
 - Maintaining and promoting a high level of customer service within the call centre team
 - Maintaining database integrity by ensuring high levels of data accuracy
 - Setting shift breaks
 - Performance management to departmental KPIs
- 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 Supervisor 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 Supervisor 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***

- Customer Services and Ticketing Managers
- Season Tickets Manager

Capabilities and competencies

- Strong understanding of ticketing software and package booking processes
- Previous experience in the use of a computerised ticketing system (preferably Tessitura)
- 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 but not essential as training will be provided
- Demonstrated skill in delivering and maintaining customer service excellence, including the capacity to resolve issues in a timely and logical manner
- Proven ability to plan and prioritise tasks under pressure
- Experience of managing specialised customer segments (e.g Groups, access patrons)
- Experience of inbound and outbound call centre sales environment (preferable but not essential)
- Experience of advanced computer-based skills, including accurate data entry and attention to detail
- Staff supervision experience preferable but not essential

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.