



Position Description – Assistant, Ticketing Services

About Arts Centre Melbourne

Situated in the heart of Melbourne's cultural precinct, Arts Centre Melbourne (ACM) presents world-class performing arts in a year round exciting program. Experience Australia's best performing arts companies and exceptional international productions, alongside celebrations of comedy, cabaret and popular music.

Our values describe behaviours we will demonstrate in our interactions with Visitors, Presenters, Government and each other: Leadership, Creativity, Inspiration, Inclusivity, Integrity.

About the Business Unit

The Ticketing & Visitor Experience team sits within the Audience pillar and is responsible for proactively delivering personalised services of value that create the ultimate experience before, during and after each visit.

The team is comprised of service and support teams for Ticketing, Front of House, Car Park, Concierge, Guided Tours and Applications that support all of these areas.

About the Position

Primary Purpose

The primary purpose of this role is to deliver personalised Ticketing service and support to audiences and ticket buyers.

Reports to

Duty Manager, Ticketing Services

Direct Reports

None

Key Relationships

Internal

Ticketing and Visitor Experience team

External

Visitors, Audience and Ticket Buyers, Resident Companies & Presenters.

Position Type

Casual/ Variable Time/ Part Time/ Full Time

Salary Classification

Band 2.1

Financial Delegation

As per the current Financial Delegation policy

Key Criteria	
Qualifications	None
Experience	<ul style="list-style-type: none"> • Experience in the delivery of customer service that has resulted in successful and enjoyable customer experiences • Experience with handling and balancing a variety of payment methods • Basic ticketing experience is an advantage
Other (ie legal or physical)	<ul style="list-style-type: none"> • General office work with a strong emphasis on computer usage • May be required to work in an underground office environment • Will be required to work daytimes, evenings and weekends

Accountabilities
<ul style="list-style-type: none"> • Support the Ticketing & Visitor Experience team in the delivery of exemplary internal and external customer service by performing a range of duties as required, including (but not limited to) those listed in this position description. • Through the Contact Centre and Box Offices located throughout the Centre, provide high quality, personalised and valued Ticketing Services that exceed expectations by: <ul style="list-style-type: none"> - Processing single ticket sales, subscriptions, packages and group sales - Providing support to online bookings - Upselling associated products and services to extend and enhance the visitor experience - Responding to general enquiries about events and the Centre's services and facilities - Responding to administrative enquiries and transfer calls as appropriate • Deliver other Ticketing Services including (but not limited to) the dispatch of tickets, CSI administration, additional data collection, invoicing and facilitating order confirmations. • Maintain and ensure the accuracy and consistency of customer data in accordance with Arts Centre Melbourne Policy and Procedures.

Decision Making
<ul style="list-style-type: none"> • This position is under the supervision of the rostered Duty Manager, Ticketing Services at all times and will need to use initiative and seek support where necessary to achieve the accountabilities. • The role will provide and receive guidance and support from the Duty Manager, Ticketing Services in decision making to achieve the team's Business & Service Excellence Plans.