



## Duty Manager, Ticketing Services

Role Description

### Customer Experience

The Customer Experience Pillar ensures that Arts Centre Melbourne places the customer first by creating and delivering experiences of unique value. The team is accountable for delivering an integrated end-to-end customer journey that provides a remarkable experience each and every time. We deliver success in our customer focused business functions of Front of House, Ticketing, Marketing, Food & Beverage, Strategic Communications, Car Park, Retail and Guided Tours. We are the largest team in the organisation with over 450 people.

### Business Unit

The Ticketing & Visitor Experience team sits within the Customer Experience 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.

### The Role

The primary purpose of this role is to manage the successful operational delivery of day-to-day ticketing services, ensuring that a high level of efficiency and customer service is provided.

**Leads, motivates and inspires a high performing Customer Service team to deliver on Arts Centre Melbourne’s strategic goals and functional tasks.**

Type	Casual / Full Time / Part time/ Variable Time
Reports to	Manager, Ticketing Services
Direct Reports	Assistant, Ticketing Services Team
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band 3.1
Key Relationships	<i>Internal:</i> Ticketing & Visitor Experience team <i>External:</i> Visitors, Audience & Ticket Buyers, Resident Companies and Presenters
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Live Performance Employee under the ACM Enterprise Agreement 2018
	Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	December 2019

### KEY CRITERIA

#### Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

## Your Experience

- Substantial experience in delivering customer service for event ticketing
- Demonstrated experience in effectively leading and improving the performance of a team in a customer service environment
- Moderate experience in financial reconciliation
- High capacity to resolve customer complaints
- Previous experience in conflict resolution and creative problem solving
- Excellent planning and organisational skills, working to strict deadlines whilst balancing competing needs from different parties
- Basic experience in Tessitura is an advantage

## Your skills and attributes

- Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.

## In the role you will

### Accountabilities:

- 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.
- Lead, support, develop train and manage the Assistant, Ticketing Services team to deliver personalised Ticketing service and support to audiences and ticket buyers.
- Manage the Assistant, Ticketing Services team performance to exceed business unit KPI's.
- Roster the Assistant, Ticketing Services team to effectively and efficiently deliver Ticketing Services, adjusting as necessary to respond to unforeseen circumstances.
- Meet and exceed operational and customer service expectations and requirements
- Deliver effective management of all Ticketing operations and resolution of all Ticketing issues outside standard business hours
- Support the operational delivery of event ticketing by completing tasks such as buy-backs, inventory consignment between Ticketing Agencies and responding to communications from internal and external clients, all whilst maintaining high levels of efficiency and accuracy.
- Facilitate the financial reconciliation of Box Office banking, including investigating and responding to Charge Backs.
- Deliver effective coordination of the Ticketing Business Continuity Plan to ensure revenue and customer service impacts are minimised in the event of a service outage.

### Decision making:

- This position is required to operate autonomously, make decisions and resolve issues to achieve the accountabilities.
- The role will provide and receive guidance and support from the Manager, Ticketing Services in decision making to achieve the team's Business & Service Excellence Plans.

### Systems:

- Knowledge of Tessitura or systems and level of competence required

### Working environment/physical requirements:

- Will be required to work daytimes, evenings and weekends
- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Undertake general office work with a strong emphasis on the use of computers and digital technology.



- Potentially work in an underground office environment.
- Be required to be on site/attend events outside work hours from time to time.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2018

### **You demonstrate our values**

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody
- **Community** – working together