



Position Description – Assistant, Visitor Experience

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 outstanding personalised service to visitors, whilst ensuring the operational effectiveness of ACM.
Reports to	Supervisor, Visitor Experience (Events) Supervisor, Visitor Experience (Car Park)
Direct Reports	NA
Key Relationships	Internal Ticketing & Visitor Experience team External Visitors, Audience & Ticket Buyers
Position Type	Casual
Salary Classification	<ul style="list-style-type: none"> Band 1.2 (when working shifts that involve duties in the Foyer Bars or selling merchandise) Band 1.1 (at all other times)
Financial Delegation	As per the current Financial Delegation policy

Key Criteria	
Qualifications	<ul style="list-style-type: none"> Current Responsible Service of Alcohol (RSA)
Experience	<p>Delivery of customer service that has resulted in successful and enjoyable customer experiences, including:</p> <ul style="list-style-type: none"> Demonstrated experience in the proactive delivery of excellent customer service. Ability to deal with difficult situations and visitors in an appropriate manner. Quick to identify potential problems and provide appropriate solutions. Ability to collaborate, listen, guide and assist other team members in delivering a high quality service.
Other (ie legal or physical)	<ul style="list-style-type: none"> Will be required to stand, sit and move for long periods of time Will be required to at times lift and transport boxes of programs, merchandise and brochures, as well as other packages and parcels Will be required to deliver food and beverage service with the aid of a shoulder harness/carry bag or similar Will be required to at times work in underground, dark and outdoor environments Will be required to work daytimes, evenings, weekends and public holidays

Accountabilities
<ul style="list-style-type: none"> Support the Ticketing & Visitor Experience team in the delivery of exemplary internal and external customer service by: <ul style="list-style-type: none"> Providing high quality, personalised and valued service that exceeds expectations Ensuring designated area of responsibility is safe and operationally effective Promoting associated products and services to extend and enhance the visitor experience Performing a range of other duties as required When working in the Venues, proactively deliver services such as; <ul style="list-style-type: none"> Ushering and Access Control Selling programs and merchandise Ensure designated area of the venue is operationally effective and issues are reported to the Team Leader or Supervisor. When working in the Car Park, proactively deliver services such as; <ul style="list-style-type: none"> Directing traffic Ensure effective and efficient parking operations Maintain a visible presence across all areas of the car park to provide customer service as required When working in the Foyer Bars, proactively deliver services such as; <ul style="list-style-type: none"> Ensuring food and beverage service, presentation and delivery is in line with Foyers Bar Standards Ensuring food safety policies and procedures are maintained Cleaning of the Foyer Bars

Decision Making

- This position is under the supervision of the rostered Supervisor, Visitor Experience (Car Park) or Supervisor, Visitor Experience (Events) at all times and will need to use initiative and seek support where necessary to achieve the accountabilities of the position.
- The role will provide and receive guidance and support from the Director, Ticketing & Visitor Experience in decision making to achieve the team's Business & Service Excellence Plans.