

ASSISTANT, TICKETING SERVICES

Position Description

The Business Unit

We create remarkable experiences. The Customer Experience pillar ensures that Arts Centre Melbourne places the customer first by creating and delivering experiences of unique value. The Ticketing Services team is responsible for proactively delivering personalised services of value that create the ultimate experience before, during and after each visit.

The Role

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

Type	Variable Time (fixed term)
Reports to	Duty Manager, Ticketing Services
Direct Reports	None
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band 2.1
Key Relationships	<i>Internal:</i> Ticketing and Visitor Experience Team <i>External:</i> Visitors, Audience and 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	October 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, skills and attributes

- 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

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
- Through the Contact Centre and Box Offices located throughout the Centre, provide high quality, personalised and valued Ticketing Services that exceed expectations by:
- 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:

- 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.

Systems:

- Use Microsoft Office 365, Tessitura Software®, BRAVO (in-house recognition platform) and other applications to a suitable skill level.

Working environment/physical requirements:

- 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
- 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.