

ASSISTANT, TICKETING SYSTEMS

Position Description

The Pillar

The Customer Experience team 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. Our vision is to be **the perfect host** through:

- Engaging the community to experience all that we do, both on and off the stage
- Innovating and evolving our products and services to create a point of difference and an experience of value.
- Delivering exemplary service to enhance the experience and be remarkable every day

The Role

Create value for customers and presenters by supporting the implementation of customer first ticketing solutions within the ticketing system and website.

Type	Full time, ongoing
Reports to	Assistant, Ticketing Systems
Direct Reports	N/A
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 2.2
Key Relationships	<i>Internal:</i> Customer Growth, Customer Service, Customer Engagement, Finance, IT, Programming, Presenter Services, Production and People & Wellbeing <i>External:</i> Resident Companies, Presenting Partners, Third Party Ticketing Providers, Precinct Partners, Industry and Community Groups
Delegation	Financial and people delegations as per current policy
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Salaried Employee under the ACM Enterprise Agreement 2022 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	May 2023

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 qualifications and experience

- Relevant and practical ticketing industry experience. Experience in the performing arts is not required

Your skills and attributes

- High level of attention to detail in a time-pressured environment. Understanding of best-practice ticketing principles across a range of platforms, with the ability to learn and apply new approaches to achieve desired outcomes
- Ability to multi-task with the capability to pivot where necessary
- Ability to deliver a high level of customer service with a proactive approach to problem solving and conflict resolution
- Dependable written competency and demonstrated accuracy in data entry and the use of business systems, processes and applications
- Skills and experience in the use of Tessitura is an advantage

In the role you will

- Act as the first point of contact for internal teams, answering queries and troubleshooting ticket build issues received through all communications channels
- Provide administrative support to the wider ticketing systems team including but not limited to reporting, special projects, general event administration support
- Setup ticket builds for non-complex events within established processes and guidelines, under the supervision and direction of a Specialist, Ticketing Systems
- Provide support to Specialists, Ticketing Systems by checking event builds, building special offers, monitoring On Sales, and tracking inventory across ticketing channels
- Be a highly competent and specialist user of ACM's ticket systems, including but not limited to; Tessitura, Ungerboeck and third-party ticketing systems
- Work within established procedures in a time-pressured and deadline-driven environment and champion innovation and the utilisation of technology to achieve an integrated customer-centric experience
- Maintain a customer-first and collaborative culture

Decision making:

- Be under the supervision of a Specialist, Ticketing Systems and Manager, Ticketing Systems
- Be required to balance the often-competing enquiries and immediate demands of internal and external stakeholders

Systems:

- Tessitura
- USI
- Third party ticketing systems (eg. Ticketek)

Working environment/physical requirements:

- 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 2022

You demonstrate our values

- Leadership – courage and conviction
- Creativity – a boundless imagination
- Care More – a place for everybody
- Community – working together
- Equity – fairness & justice