

SPECIALIST, TICKETING SYSTEMS

Position 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.

The Customer Engagement team creates and connects customers to life-enriching experiences. Through compelling campaigns and seamless digital experiences, the team attracts and engages existing, new and diverse customers with our brand, artists, products and services.

The Role

Creates value for customers and presenters by implementing customer first ticketing solutions within the ticketing system and website.

Type	Full time, ongoing
Reports to	Manager, Ticketing Systems
Direct Reports	N/A
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band 3.2
Key Relationships	<i>Internal:</i> Customer Service, Customer Engagement, IT, HR, Programming, Presenter Services and Leadership Team. <i>External:</i> Customers, Third Party Ticketing Agencies, Venue Presenters, Precinct Organisations, Industry and Community organisations.
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	October 2021

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

- Previous client management experience and the ability to develop sales and service solutions.
- 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 make sound commercial decisions in a busy environment.
- Ability to multi-task with the capability to pivot where necessary.
- Demonstrated experience in using customer data to inform future decision making.
- A self-motivator who takes initiative when faced with a challenge.
- Ability to deliver a high level of customer service with a proactive approach to problem solving & conflict resolution.
- Skills and experience in the use of Tessitura is an advantage.
- Dependable written competency and demonstrated accuracy in data entry and the use of business systems, processes and applications.
- 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

- Provide client support and service, delivering advice on pricing, strategy and business solutions.
- Administer ticket build set up accurately representing event product and pricing details.
- 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.
- Build and maintain strong working relationships with presenters and a range of stakeholders, delivering sales reports and troubleshooting technical or procedural issues.
- Maintain a customer first and collaborative culture.
- Ensure event settlements are accurate and complete at the end of an event.

Decision making:

- Under broad direction from the Manager, Ticketing Systems this position is required to operate autonomously and make tactical decisions under pressure to achieve the accountabilities. This position will be required to balance presenter requirements with ACM's customer first approach.

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 2018.

You demonstrate our values

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