

Supervisor – Visitor Experience

Position Description

The Customer Experience Pillar

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 Service team is responsible for consistent and outstanding service across all customer touchpoints.

The Role

This primary purpose of this role is to lead and support our Visitor Experience team in delivering outstanding customer service to our visitors and to ensure the efficient and effective operation of their assigned front of house area.

Type	Variable-time / Full-time
Reports to	Duty Manager, Visitor Experience
Direct Reports	Team Leaders, Visitor Experience (Car Park), Visitor Experience (Event), Guest Hosts
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 2.2
Key Relationships	Internal All Arts Centre Melbourne teams External Customers, Audience, Ticket Buyers, Resident Companies, Presenters and Precinct Organisations
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 2022 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification) Holding a current Responsible Service of Alcohol Certificate advantageous Holding a valid Working With Children Check
Last Reviewed	April 2022

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

- Significant experience in leading and managing varied service and operational activities
- Significant experience in delivering exemplary customer service
- Significant experience in supervising, motivating and improving the performance of teams
- Moderate experience in developing and maintaining relationships
- Proven experience in conflict resolution and creative problem solving
- Proven ability to prioritise workload in a deadline based environment

Your skills and attributes

- Proven ability to establish and maintain excellent communication and relationship with customers.
- Demonstrated 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 Customer Service team in the delivery of exemplary internal and external customer service.
- Lead, brief, motivate, develop, train and support Visitor Experience teams to provide high quality, personalised and valued service that exceeds expectations by:
 - o Proactively allocating resources to meet demand within the assigned venue
 - o Managing performance and proactively developing staff within their roles
- Build community confidence, put safety first, act flexibly and adaptably, and understand and control risks of delivering a COVID-19 safe environment.
- Ensure the health, safety and wellbeing of your team and our audience.
- Respond and take action to feedback provided relating to customer service challenges/opportunities and operational process efficiency.
- Support and foster a culture of recognition to drive team engagement.
- Resolve escalated customer issues at the time they occur and follow up as required, using excellent communication skills and performing under pressure.

Decision making:

- This role is generally under the supervision of the rostered Duty Manager, Visitor Experience and is expected to make decisions and resolve issues to achieve the accountabilities of this position.
- This role will provide and receive guidance and support from the Duty Manager in decision making to achieve the goals of the Customer Service Strategy and the Corporate Plan.
- Provide guidance and support to the Team Leaders to achieve high levels of customer satisfaction.
- Be required to represent Arts Centre Melbourne in managing relationships with all ACM customers.

Systems:

- Competently use and adapt to technology, systems and applications in order to achieve role outcomes including Microsoft Excel and Outlook, POS devices, smart devices and ticket scanners, Tessitura.

Working environment/physical requirements:

- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Across all venues depending on operational need
- Work outdoors and potentially work in an underground environment
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022.
- Be required to stand, sit and/or move for long periods of time
- Be required to lift and transport boxes, packages and parcels
- Be required to at times work in an underground environment
- Be required to work daytimes, evenings, weekends and public holidays

You demonstrate our values

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