



Administrative Assistant - Resources, Customer 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 role supports the delivery of outstanding customer service that creates a remarkable experience and welcomes all communities to our venues. Through assisting with the coordination of the resourcing of the Ticketing & Visitor Experience teams, meeting organisational and event requirements, you will be an ambassador for ACM, our venues, spaces and the whole customer experience.

Type	Variable-time, Casual
Reports to	Manager, Customer Service Operations
Direct Reports	N/A
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 2.2
Key Relationships	Internal Ticketing & Visitor Experience team, Presenter Services team, Marketing & Communications team, Food & Beverage team
	External Private Guided Tour clients, Precinct partners
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Customer Experience 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	July 2024

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

- Experience in a fast paced environment is essential
- Previous exposure to interpreting complex awards and Enterprise Agreements
- Experience in rostering large pools of staff in an environment of changing requirements is an advantage

Your skills and attributes

- Proven ability to establish and maintain excellent communication and relationship with internal and external stakeholders
- Adept in working under pressure and delivering results within agreed timeframes
- High level of attention to detail
- Excellent planning and organisational skills
- 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:

- Work collaboratively to support the Resourcing Team to achieve common goals and exceptional service, including:
 - o Rostering resources,
 - o Communicating rosters to teams
 - o Providing Payroll with timely and accurate information
 - o Provide administrative support, including resource reporting and analytics
- Assist in the coordination of the service delivery of Private Guided Tours by
 - o Liaising with Tourism Clients to schedule Private Tours
 - o Upselling ancillary services to extend the tour groups experience
- Roster Guides to welcome groups and conduct private tours
- Strict adherence to the conflict of interest policy is required
- Ensure health, safety and wellbeing of our team and our audience

Decision making:

- This position is required to operate autonomously and seek support where necessary to achieve the accountabilities
- The role will provide and receive guidance and support from the Coordinator, Resources and the Manager, Customer Service Operations in decision making to achieve the team's goals
- Be required to represent Arts Centre Melbourne in managing relationships with all ACM stakeholders

Systems:

- Competently use and adapt to technology, systems and applications to achieve role outcomes including MS Suite, Humanforce

Working environment/physical requirements:

- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Potentially work in an underground environment.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022.

You demonstrate our values

- Leadership
- Equity and Inclusion
- Creativity
- Accountability