

Assistant, Ticketing Services Position Description

Customer Service

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

The primary purpose of this role is to deliver personalised ticketing and customer services to our visitors, audiences and ticket buyers.

Type	Variable Time - Fixed Term
Reports to	Duty Manager, Ticketing Services
Direct Reports	None
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 2.1
Key Relationships	<i>Internal:</i> Customer Service teams <i>External:</i> Customers, Audiences, Ticket Buyers, Venue Presenters
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	August 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

- Experience in the delivery of customer services that has resulted in successful and enjoyable customer experiences, exceeding expectations
- Experience with handling and balancing a variety of payment methods
- Experience in managing multiple forms of communication

- Basic ticketing experience is an advantage

Your skills and attributes

- 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

Accountabilities:

Support the Customer Service 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 and Customer 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 customer 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 Managers, Ticketing Services to achieve the team's Business & Service Excellence Plans.

Systems:

- Experience in the use of Microsoft Office is an advantage
- Experience in the use of Tessitura is an advantage

Working environment/physical requirements:

- General office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Will be required to work daytimes, evening and weekends
- 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 and justice