



Subscriptions Team Member Information Pack

Overview

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| Job Profile: | The Subscriptions Team Member is a short-term casual position responsible for the efficient and accurate processing of subscription requests. Duties include data entry, booking subscription packages, inbound and outbound calls and providing information about Belvoir products and services while maintaining a high level of customer service. |
| Hours: | <p>The subscriptions department operates Monday to Friday with potential for some evenings and Saturdays, and successful applicants will need to be available to work a minimum of 20 hours and maximum of 40 hours per week from September 2016 through to the end of October 2016, with the potential to extend.</p> <p>Successful applicants must be available for training prior to the 2016 Season launch in early September. Training will be approximately 20 hours per week over 5 days, 1 week prior to the 2017 Season launch.</p> |
| Salary: | Casual rate - \$24.67 per hour |
| Package: | 10% superannuation employer's contribution |
| Contract: | Casual |
| Reporting to: | Subscriptions Manager / Subscriptions Team Leader and Box Office Manager |
| Starting date: | To Be Confirmed |
| Applications: | <p>Must address the selection criteria</p> <p>Include a resume</p> <p>Include the names and daytime contacts of two referees</p> |
| Forward to: | <p>Tanya Ginori-Cairns, Box Office Manager</p> <p>18 Belvoir St, Surry Hills, NSW 2010</p> <p>or tanya@belvoir.com.au</p> |

Applications close: 5pm Friday 29 July, 2016

Job Description

DUTY STATEMENT

1. Fulfil subscription requests by completing data entry and other processing requirements, including mailing;
2. Maintain customer records and database integrity by ensuring high level of data accuracy;
3. Make outbound calls to renewing subscribers as required to finalise subscription requests;
4. Make outbound calls to lapsed subscribers as required to provide any information that will assist with completing subscription requests or to gather information for research purposes.

REPORTING / WORKING RELATIONSHIPS

Subscription Team Members report in the first instance to the Subscriptions Manager and then to the Box Office Manager. The Subscriptions Team also works closely with the regular Box Office Team.

Selection Criteria

Aptitudes/Abilities/Skills

- Exceptional interpersonal and communication skills
- General Computer skills and Data Processing skills
- Problem solving skills
- Excellent attention to detail in verbal and written communication, as well as data processing
- Demonstrated skill in delivering and maintaining customer service excellence
- Good phone manner and ability to conduct outbound calls as required.
- Working as a team as well as unsupervised

Experience

- Experience in the use of box office ticketing systems, preferably Tessitura is desirable but not essential

Knowledge

- An interest in the arts

Employee Entitlements and Employment Conditions

Hours of Work

Weekly hours of work are a minimum of 20 per week, organised on a roster basis including weekdays and potentially evenings and weekend work.

Superannuation

Superannuation is paid to all full-time, permanent part time and casual employees, presently 10% of gross weekly wage.

The Belvoir Story

**One building.
Six hundred people.
Thousands of stories.**

When the Nimrod Theatre building in Belvoir Street, Surry Hills, was threatened with redevelopment in 1984, more than 600 people – ardent theatre lovers together with arts, entertainment and media professionals – formed a syndicate to buy the building and save this unique performance space in innercity Sydney.

Thirty years later, under Artistic Director Eamon Flack and Executive Director Brenna Hobson, Belvoir engages Australia's most prominent and promising playwrights, directors, actors and designers to realise an annual season of work that is dynamic, challenging and visionary. As well as performing at home, Belvoir regularly takes to the road, touring both nationally and internationally.

Both the Upstairs and Downstairs stages at Belvoir St Theatre have nurtured the talents of many renowned Australian artists: actors including Geoffrey Rush, Cate Blanchett, Jacqui McKenzie, Toby Schmitz, Robyn Nevin, Deb Mailman and Richard Roxburgh; writers such as Tommy Murphy, Rita Kalnejais, Lally Katz and Kate Mulvany; directors including Simon Stone, Anne-Louise Sarks, Benedict Andrews, Wesley Enoch, Rachael Maza and former Belvoir Artistic Director Neil Armfield.

Belvoir's position as one of Australia's most innovative and acclaimed theatre companies has been determined by such landmark productions as *The Glass Menagerie*, *Angels in America*, *The Wild Duck*, *The Diary of a Madman*, *The Blind Giant is Dancing*, *The Book of Everything*, *Cloudstreet*, *Keating!*, *Parramatta Girls*, *Exit the King*, *The Alchemist*, *Hamlet*, *Waiting for Godot*, *The Sapphires*, *Who's Afraid of Virginia Woolf?*, *Stuff Happens* and *Medea*.

Belvoir receives government support for its activities from the Federal Government through the Major Performing Arts Board of the Australia Council and the state government through Arts NSW.